# BeAware Corporate Edition

# User Manual

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# 1. INTRODUCTION

## 1.1 OVERVIEW

Welcome to the BeAware Corporate Edition User Manual. This document will guide you through the procedures for configuring and using the BeAware Admin Console application.

## 1.2 HOW TO USE THIS MANUAL…

The following symbols have been used throughout this manual:

Indicates notes or significant points relevant to the procedural steps

Indicates configuration settings which could cause problems with system setup; read the text carefully before proceeding further

Indicates additional information relevant to the procedure

## 1.3 REFERENCES

The following documents discuss the specific aspects of BeAware system in more detail.

| Sr. No. | Document Name | Description |
|---|---|---|
| 1. | BeAware Installation Guide | Describes in detail the steps to install the BeAware Monitoring Tool |

# 2. SYSTEM DESCRIPTION

## 2.1 APPLICATION OVERVIEW

BeAware is a surveillance system for your organization. It takes screen shots and records all the activities on the monitored PC. It enables you to view the web sites visited, Internet chats, email sessions, documents created, applications used, start-up and shutdown times, and games played by the user.

No other program offers so many easy options for monitoring computers and Internet activity than BeAware. Most of these special functions are configurable, for example setting the image resolution of Screen Captures.

BeAware Corporate Server enables you to monitor your employees and achieve maximum productivity at work. The BeAware system makes sure that you don't miss a thing!

BeAware is compatible with Windows NT, Windows 2000, Windows XP, Windows Server 2003 and Windows Server 2008 (32-bit and 64-bit).
BeAware monitoring client is compatible with Windows Vista (32-bit and 64-bit)

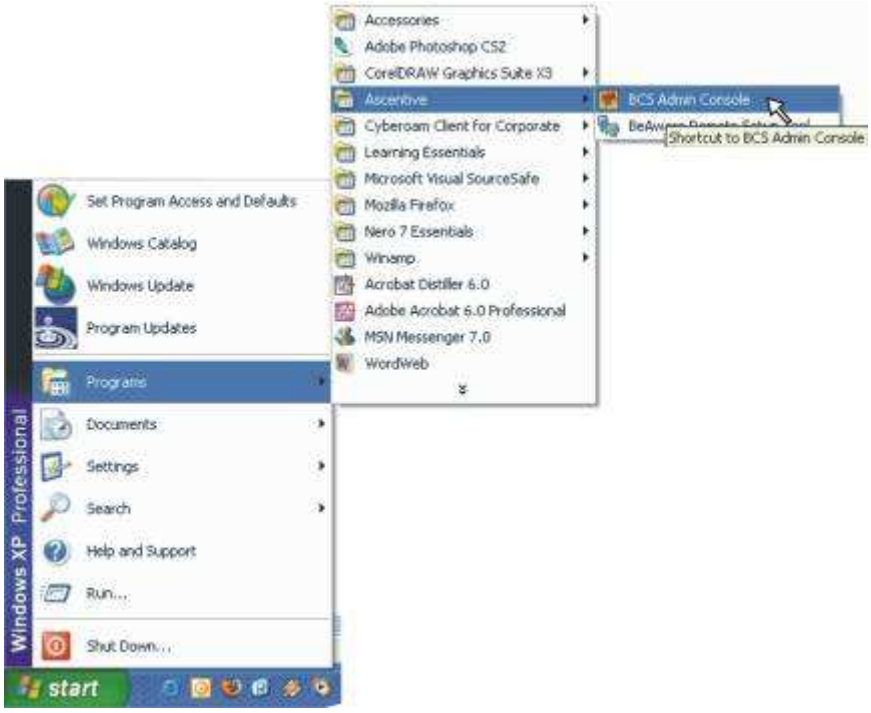
# 3. LOGGING IN TO BEAWARE

You can choose either of the following two ways to log in to BeAware:

1. Double-click the **BeAware Admin Console** icon from desktop

OR

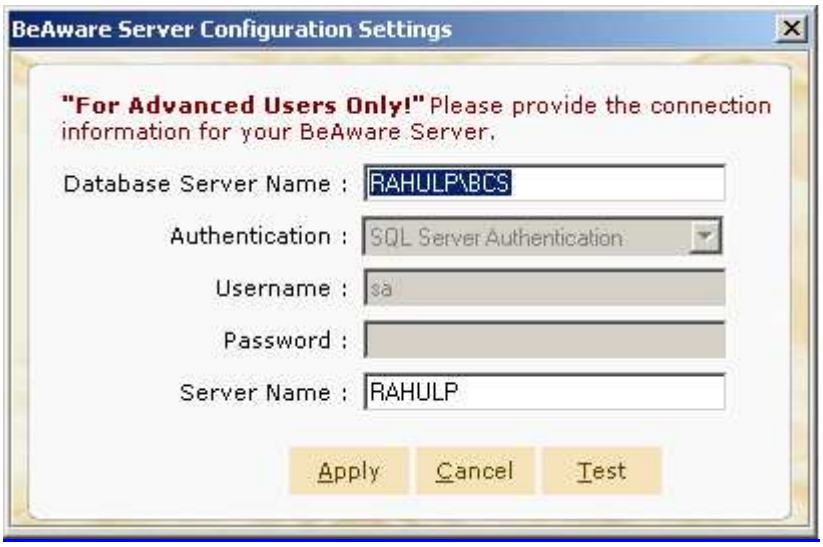
Select **Start → Programs → Ascentive → BCS Admin Console**




Log In window appears.

In case of fresh installation, you need to configure the settings for connecting to BeAware Server. To configure this, click the **Settings** button.

It is recommended that you use the default settings.




**Screen Capture 1 - Server Settings (Advance Users)**

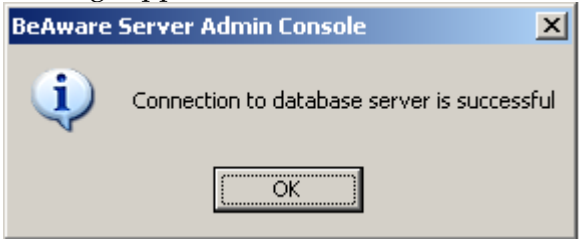
2. Provide the following BeAware Server information to connect to the Server.

- **Database Server Name**: Enter Database Server name that you wish to connect to. Format of the settings is as follows:
  - For MSDE: [*SERVERNAME*]\BCS
  - For SQL Server: *[SERVERNAME]*
- **Database Username:** Enter Database Username for the server to which you wish to connect.
- **Database Password:** Enter Database Password for the server to which you wish to connect.
- **Server Name:** Enter name of the Server to which you wish to connect.

3. Click **Apply** button to complete the BeAware Server Configuration settings.

If you wish to cancel saving the settings, click the **Cancel** button.

If you wish to verify the settings before saving them, click the **Test** button. A confirmation message appears. Click **OK** to close the message.



When you click **Apply** button, Log In window appears.

4. Enter your username and password and click **Login** button.

BeAware splash screen appears for a few seconds as the application loads.

Overview screen appears which displays all the functionalities provided by the BeAware Monitoring Tool.

BeAware Server Admin
Logged In As:
admin
PC Activity
Applications
Chat Sessions
Emails
Screen Captures
Web Sites
Windows Sessions
Search Activity
PC Activity Alerts
Relationship Profiler
BCE Reports
Settings
Users
System Settings
Workgroups
Overview
About
Ascentive
BeAware Server Admin
BeAware Admin Console is used to view activities on various client machines which are monitored by BeAware. This tool is also used to manage users and update system settings.
View PC Activity
Select this option to view the chats, e-mails, screens, applications used, websites visited and windows sessions.
Search Activity
Select this option to locate for the applications used, chats, e-mails and the websites visited which satisfy specified search criteria.
PC Activity Alerts
Select this option to set email alerts which will be sent in case certain keywords are found in the monitored activities.
Relationship Profiler
Select this option to know the frequency of chats and mails sent by one client to other clients. You can also see the chat and mail contents.
BCE Reports
Go to this page to select reporting options and display reports about the monitored data.
User Management
Go to this page to manage BeAware server users. You can create administrator and non-administrator users, update the details of users or delete them in this page.
System Settings
Select this option to manage client licenses and to see which clients are currently connected to BeAware server. You can make settings for backup/restore of data. You can set email alerts for backup/restore process.

# 4. ACTIVATING THE LICENSE

The first time you use BeAware, you must activate your License Keys. If you do not activate your keys, you will not be able to access the Admin application and no data upload will be allowed from the monitored machines.

The **License Manager** page enables you to purchase and activate the licenses required to operate the BeAware Monitoring Tool.

## 4.1 LICENSE KEYS

BeAware has two types of Licenses:

- **Server License:** Activates the BeAware Server to allow upload, storage, and viewing the captured data.

- **Seat License:** The seat account can be used as **Admin** or **Agent.**
  ***Admin*** accounts allow full control of the BeAware system and access to the Admin application to view data, make system changes and configure the users. ***Agent*** accounts only allow uploading. Agents can not access the Admin application or make configuration changes.

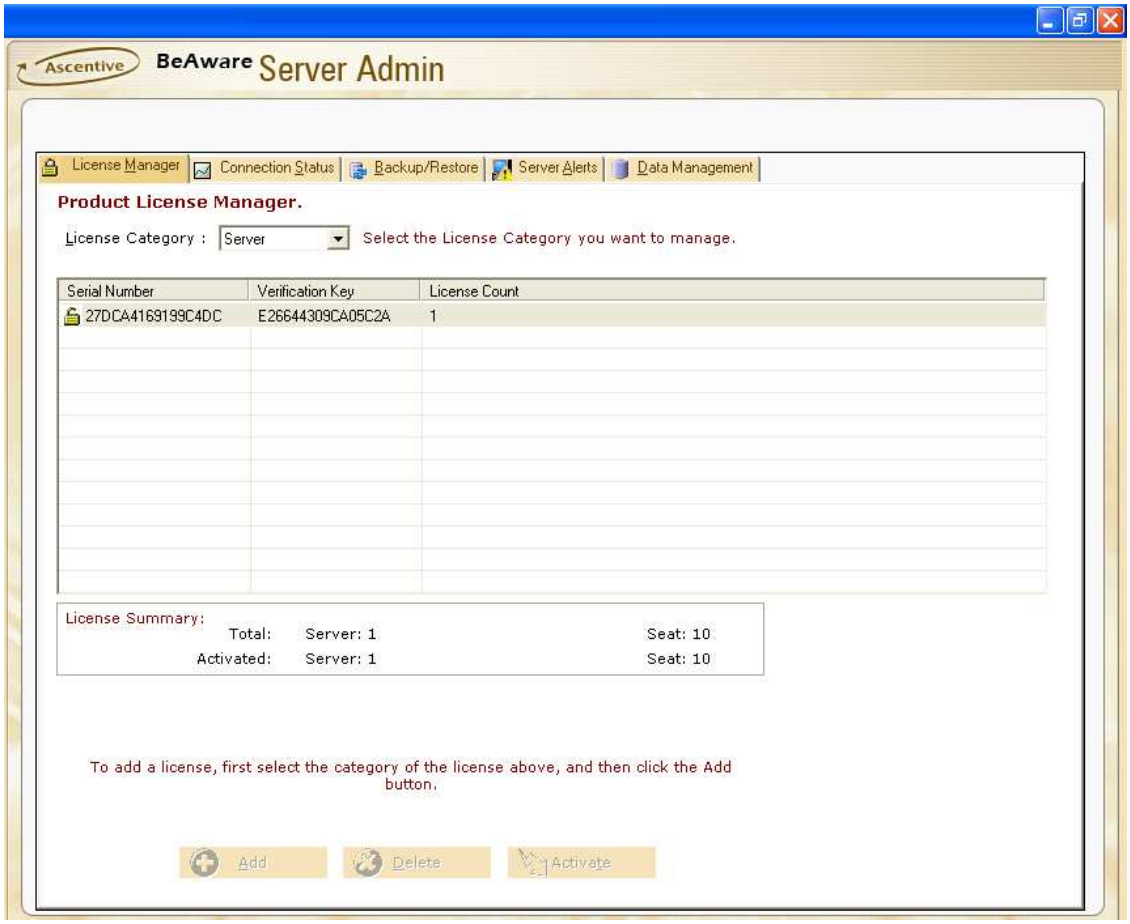
The server license allows you to install BeAware server application and Seat license allows you to install Admin and/or Agent application on a computer.

Each key allows a specific number of users to access the BeAware application.

License keys are machine-specific and the application will only work from the machine where the license key was installed for the first time. The BeAware license keys are created by using the unique hardware configuration of the computer. A license key activated for a particular computer cannot be installed on the other computer. For example, if you purchase 10 seat licenses and install the application on 10 machines, the application will work only from those 10 machines. In case, a machine with a license key goes out of order, you need to call Ascentive sales representatives to get new license keys.

## 4.2 LICENSE MANAGER

When you log in after a fresh installation, the **License Manager** panel appears by default. This panel can also be accessed by selecting **System Settings** option under **Settings** section.




**Product License Manager** page displays the following information:

- **Serial Number:** Displays the serial number entered for the concerned server, admin or agent. The close Lock icon displays that the category Serial Number is not activated. The open Lock icon displays that the category serial number is activated.

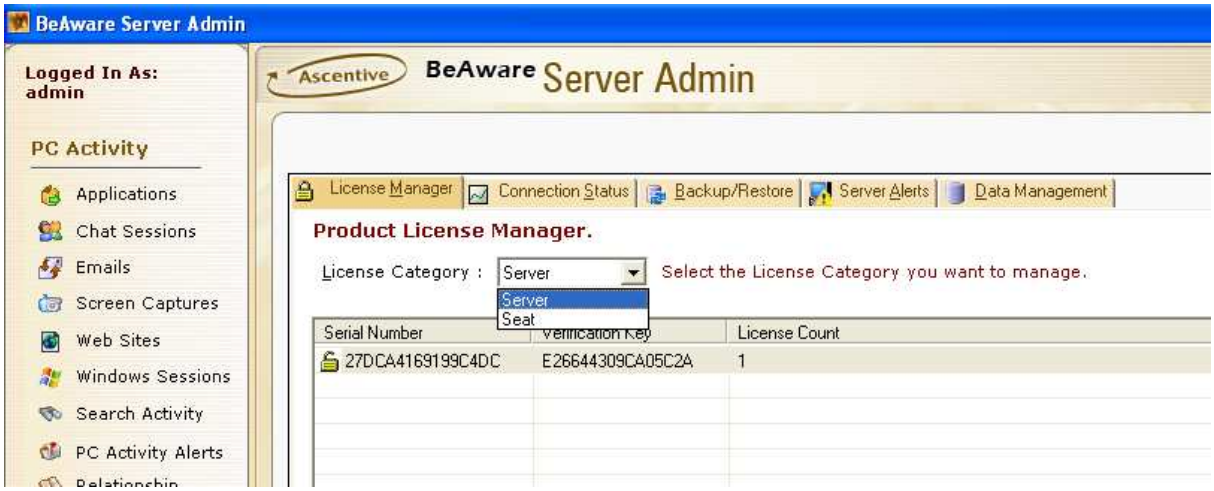
- **Verification Key:** Displays the verification key that has been allotted to the concerned server, admin or agent.

- **License Count:** It displays number of licenses allotted to a particular category.

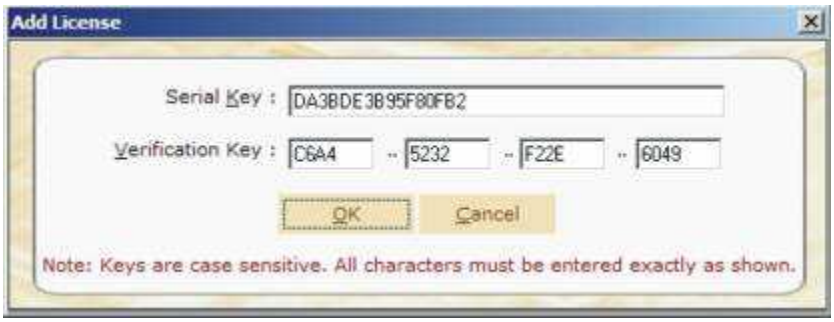
## 4.3 ADDING A LICENSE

The **License Manager** tab allows registration of various categories of BeAware Corporate Server.

1. Select a category from the **License Category** drop down list.



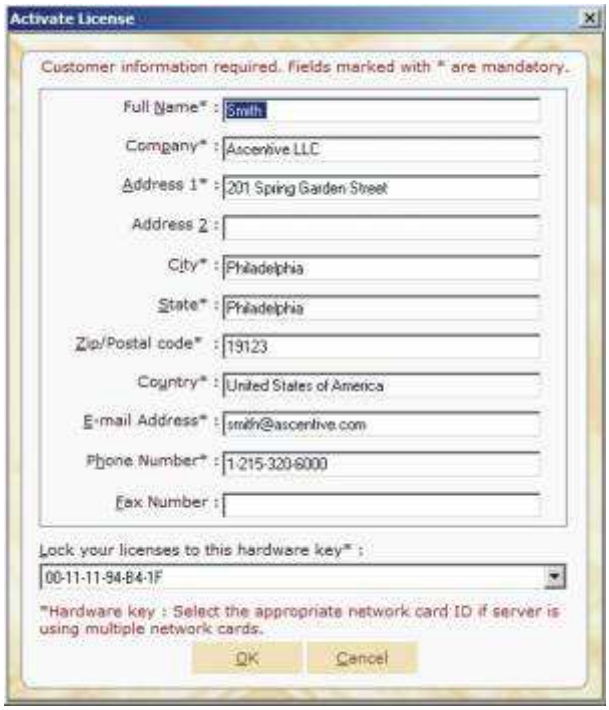

2. Click **Add** button to enter License for selected category. **Add License** dialog box appears, asking you to enter the Serial Key and Verification Key for the new category.




The necessary serial keys will be provided to you by the vendor.

3. After entering the proper serial keys, click **OK** button to register the new category.

4. Click the **Activate** button to activate the new category. The **Activate License** dialog box appears.


Activate License
Customer information required. Fields marked with * are mandatory.
Full Name* : Smith
Company* : Ascentive LLC
Address 1* : 201 Spring Garden Street
Address 2 :
City* : Philadelphia
State* : Philadelphia
Zip/Postal code* : 19123
Country* : United States of America
E-mail Address* : smith@ascentive.com
Phone Number* : 1-215-320-6000
Fax Number :
Lock your licenses to this hardware key* :
00-11-11-94-B4-1F
*Hardware key : Select the appropriate network card ID if server is using multiple network cards.
OK
Cancel

5. Enter the details about the user for whom the software is to be registered.

To ensure that no copies of the software may be shared with unlicensed users, your registration is tied to the ID number of the network card installed on the machine. By default, the active network card is selected automatically. If multiple cards exist in the machine, select one of the cards to which to tie your license. If for any reason the card is removed permanently from the system, you need to contact your sales representative or vendor for replacement keys in order to continue using BeAware.

6. Once you have entered all the information and selected the network card to lock your license to, click **OK** button to activate the category. A confirmation message appears, indicating activation by an open lock icon.

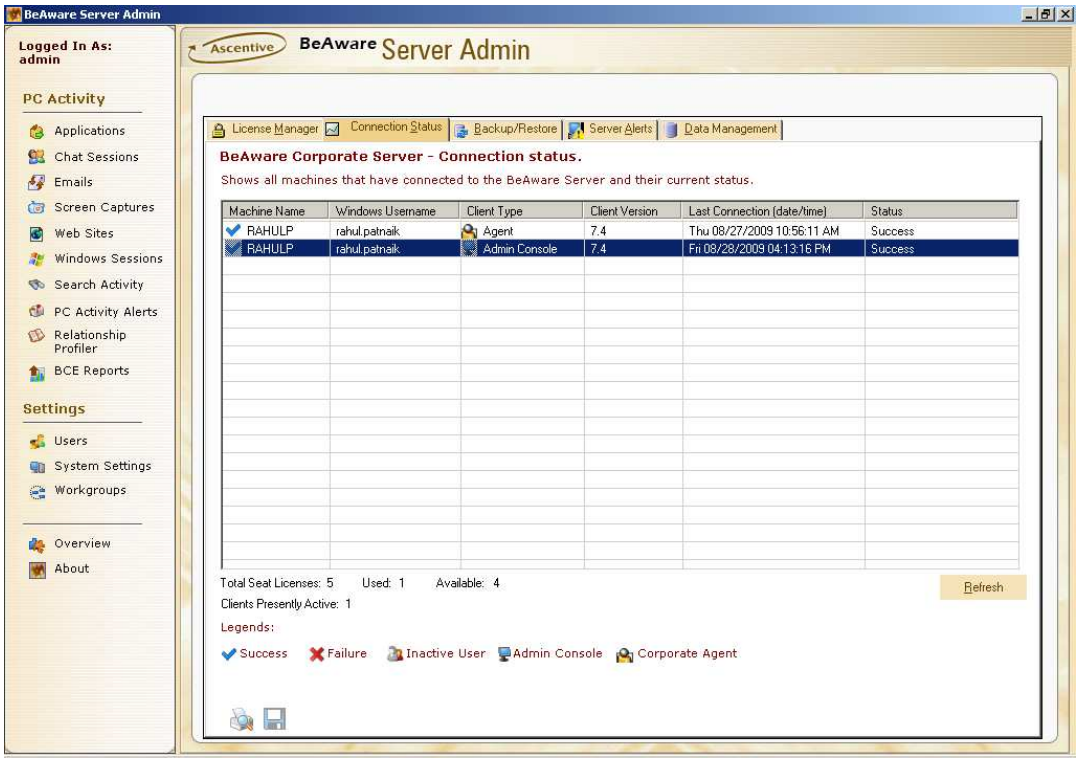
## 4.4 DELETING A LICENSE

Click **Delete** button to delete the license key that is added but not activated.

# 5. CONFIGURING SYSTEM SETTINGS

## 5.1 CONNECTION STATUS

**Connection Status** tab displays details of all the machines connected to the BeAware Server and their current status.




**Connection Status** tab displays the following information:

- **Machine Name:** Displays the machine name of the user.
- **Windows Username:** Displays the logged in user's name on the target PC.
- **Client Type:** Displays the category of the user (Agent/Admin Console).
- **Client Version:** Displays the version number of the application installed on client's machine.
- **Local Connection (date/time):** Displays the day, date and time at which the client was connected to server.
- **Status**: Displays the status of monitored machine.

Lower section of the screen displays total seat licenses purchased, number of used licenses and remaining licenses.

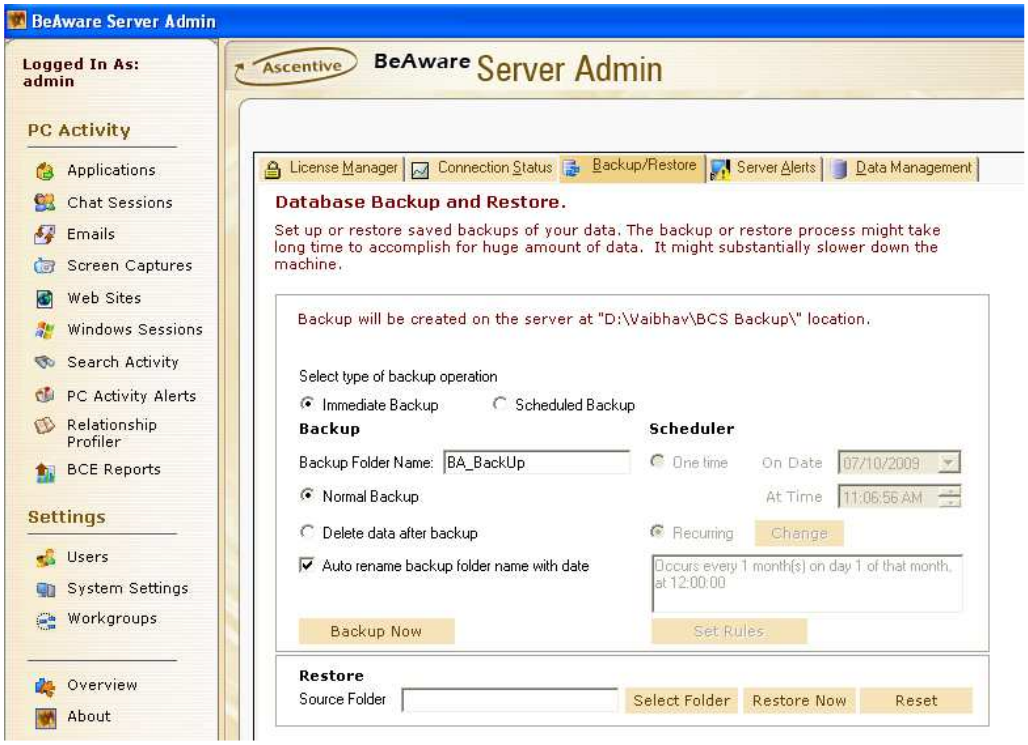
When the number of client machines connected to BeAware server exceeds the number of Seat licenses, the status message displays: *'Client Limit Exceeded'*

When a monitored client tries to connect to the server with incorrect username/password if the status displays: *'Authentication Failure'*

## 5.2 BACKUP/RESTORE

Backup/Restore facility allows you to copy (backup) the data from BeAware database server to your hard drive. You can also restore the backup data from the hard drive to BeAware database server.

1. Click **System Settings** under **Settings**.
2. Click **Backup/Restore**.




Screen capture images are excluded from backup. You should manually backup the images.

### 5.2.1 Normal Backup Process

#### 5.2.1.1 One Time

| | | |
|---|---|---|
| a) | Immediate Backup | Choose this option for one-time backup. Specify the Backup Folder Name in the box and select backup options. Click **Backup Now** to take the backup. |
| b) | Scheduled Backup | This option allows you to schedule backups. Select the option, select the scheduling options and click **Set Rules** button to schedule backup. |
| c) | Backup Folder Name | Enter **Folder Name**, which you wish to appear where your backup of database is kept. |
| d) | Normal Backup | Select **Normal Backup** for taking the backup and keeping the current working database. |
| e) | Delete data after backup | Select this option, if you wish to delete the current working database after taking its backup. |
| f) | Auto Rename backup folder name with date: | Select this option if you wish the system to automatically generate the backup folder name if you do not enter **Backup Folder Name.**<br>The auto-generated folder will have the name as date and time. (E.G. *20060904_173403*) |
| g) | Set Rules | **Set Rules** saves the Rules specified by you for Normal Backup. |
| h) | Backup Now | Click **Backup Now** to carry immediate backup.<br>Your folder contains database files to be stored on the disk. |
| i) | One Time | Select **One Time**<br>Select the **Date** on which you wish the backup.<br>Select the **Time** at which you wish the backup. |

#### 5.2.1.2 Recurring

| | | |
|---|---|---|
| j) | Recurring | Select this option if you wish to take database backup at different frequency and time.<br>1. Click Change<br>2. Recurring Schedule window opens<br>3. Select Daily or Weekly or Monthly<br>Daily<br>1. Select Every<br>2. Select Occurs at<br>3. Click Set<br>Daily backup automatically take place on selected days Time<br>Weekly<br>1. Select Every<br>2. Select Day box.<br>3. Select Time Occurs at.<br>4. Click Set<br>Weekly backup automatically takes place on selected week, Day and Time<br>Monthly<br>1. Select Monthly Day<br>2. Select of Every month<br>3. Select Time Occurs at<br>4. Click Set<br>Monthly backup automatically takes place on selected day of month and time. |
| k) | Set | 1. Click **Set** button.<br>2. Set the rules for Recurring Backup. |
| l) | Cancel | Recurring Schedule window closes. |

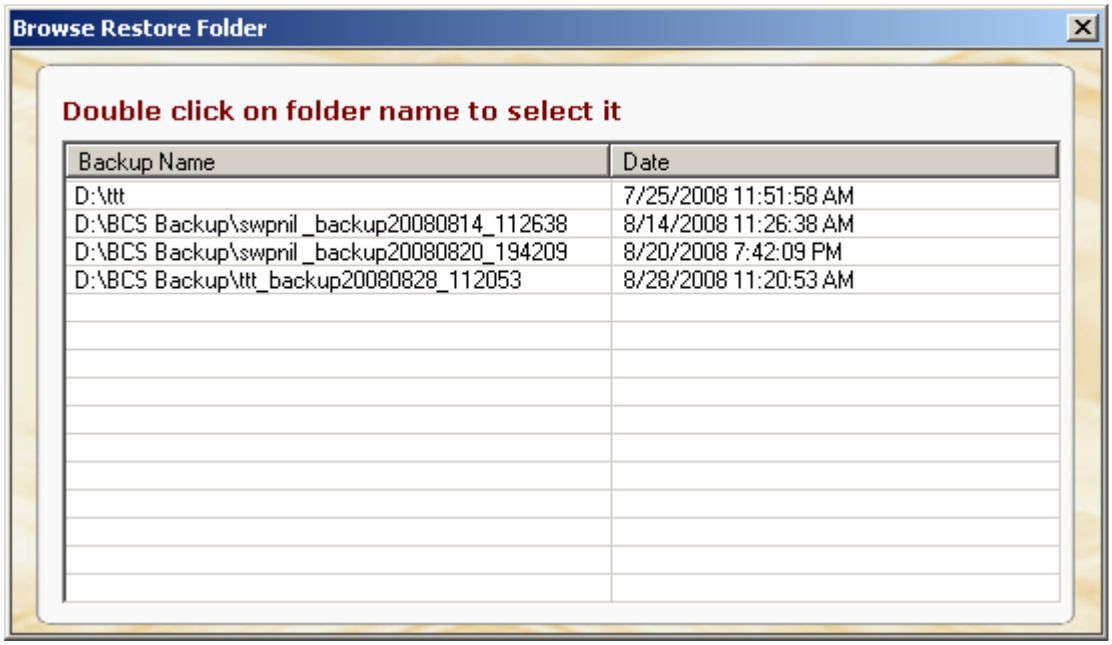
In Normal Backup Recurring, Folder is stored on disk with name, date and system auto generated number. (For example: Recurring20060831_162451)

After successful database backup on disk, you can delete database files from the server. You can again restore those files on database server.

System automatically creates database folder if you do not enter Backup Folder Name. Folder is created on the disk with date and auto generated number. (E.G. *20060904_173403*)

Select one of the options as described above and click **Backup Now**.

If your data is deleted from database server, you can restore your database files on server and overwrite the data if any in database.




**Browse Restore Paths**

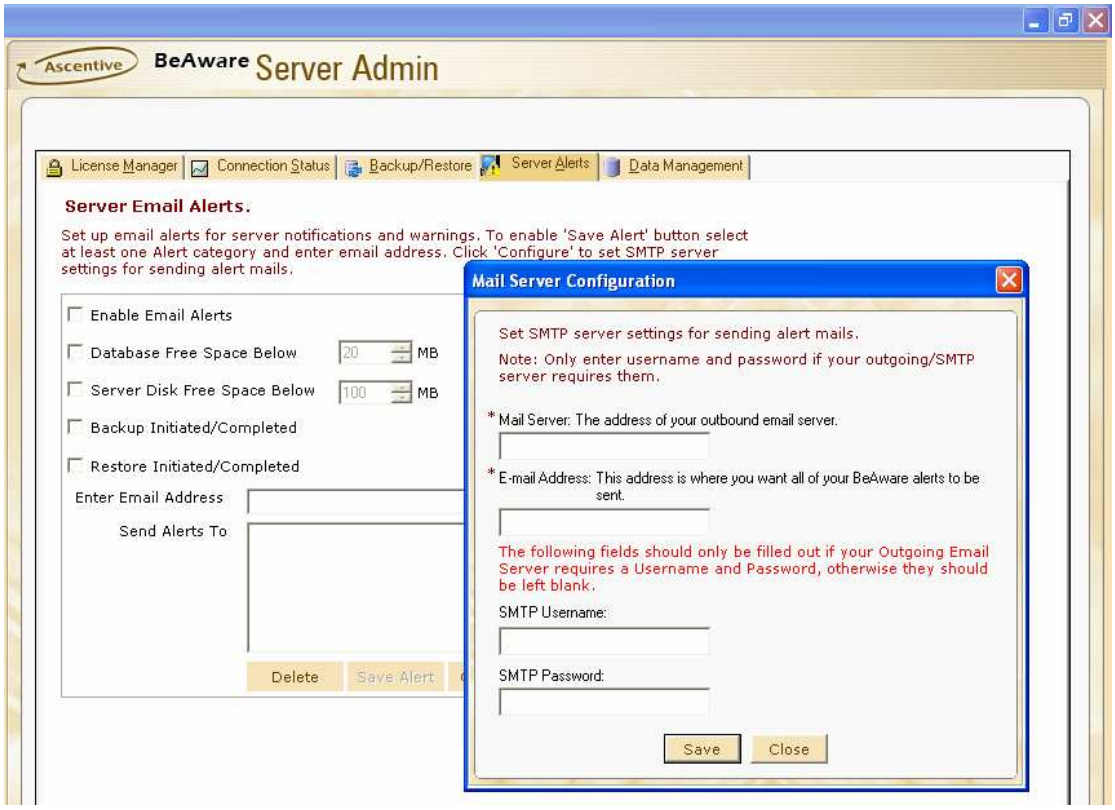
3. Click **Select folder**. The **Restore Folder** window displays.
4. Double click selected folder. The folder shows in source folder box.
5. Click **Restore Now.** Your database is restored on Server.
6. Clicking on **Reset** button removes the folder name from **Source Folder** field.

If the selected folder is not a valid restore path, then it is removed from **Browse Restore Folder** dialog.

## 5.3 SERVER ALERTS

Server Alerts enable you to set up email alerts for server notification and warnings.

1. Click **System Settings** below the title Settings.
2. Click **Set Server Email Alerts** button in **Backup/Restore** window. This will redirect you to **Server Alert** window.


Ascentive BeAware Server Admin
License Manager
Connection Status
Backup/Restore
Server Alerts
Data Management
Server Email Alerts.
Set up email alerts for server notifications and warnings. To enable 'Save Alert' button select at least one Alert category and enter email address. Click 'Configure' to set SMTP server settings for sending alert mails.
Enable Email Alerts
Database Free Space Below
20
MB
Server Disk Free Space Below
100
MB
Backup Initiated/Completed
Restore Initiated/Completed
Enter Email Address
Send Alerts To
Delete
Save Alert
Mail Server Configuration
Set SMTP server settings for sending alert mails.
Note: Only enter username and password if your outgoing/SMTP server requires them.
* Mail Server: The address of your outbound email server.
* E-mail Address: This address is where you want all of your BeAware alerts to be sent.
The following fields should only be filled out if your Outgoing Email Server requires a Username and Password, otherwise they should be left blank.
SMTP Username:
SMTP Password:
Save
Close

3. Click the **Configure** button. **Mail Server Configuration** dialog appears.

Mail Server Configuration
Set SMTP server settings for sending alert mails.
Note: Only enter username and password if your outgoing/SMTP server requires them.
* Mail Server: The address of your outbound email server.
Stuart@lionking.com
* E-mail Address: This address is where you want all of your BeAware alerts to be sent.
Peter@lionking.com
The following fields should only be filled out if your Outgoing Email Server requires a Username and Password, otherwise they should be left blank.
SMTP Username:
SMTP Password:
Save
Close

Configure the SMTP server settings for sending the email alerts:

- **Mail Server** (*Mandatory Field*): Enter the mail server address through which email will be sent.
- **E-mail Address** (*Mandatory Field*): Enter a valid email address which uses the SMTP server to send the email.
- **Username:** Enter username used to logon the SMTP server.
- **Password:** Enter password set for the SMTP server.

4. To save the settings, click the **Save** button.
   To cancel saving the settings, click the **Close** button.

5. Next, you need to confirm the following settings:

   - **Enable Email Alert**: Select this option if you wish to send Email Alert. (By default, it is already selected)
   - **Database Free Space Below**: Select this option if you wish to receive an email alert when database space falls below the capacity specified by you.
   - **Server Disk Free Space Below**: Select this option if you wish to receive an email alert when server's free disk space falls below the capacity specified by you.
   - **Backup Initiated/Completed**: Select this option if you wish to receive an email alert when the Backup process is initiated and completed.
   - **Restore Initiated/Completed**: Select this option if you wish to receive an email alert when the Restore process is initiated and completed.

6. Enter the Email Address to whom you wish to send the alert.
7. Click the **Add** button. The same email address will be displayed on the **Send Alerts to** box.

8. Click the **Save Alert** button from **Save Alerts** window.

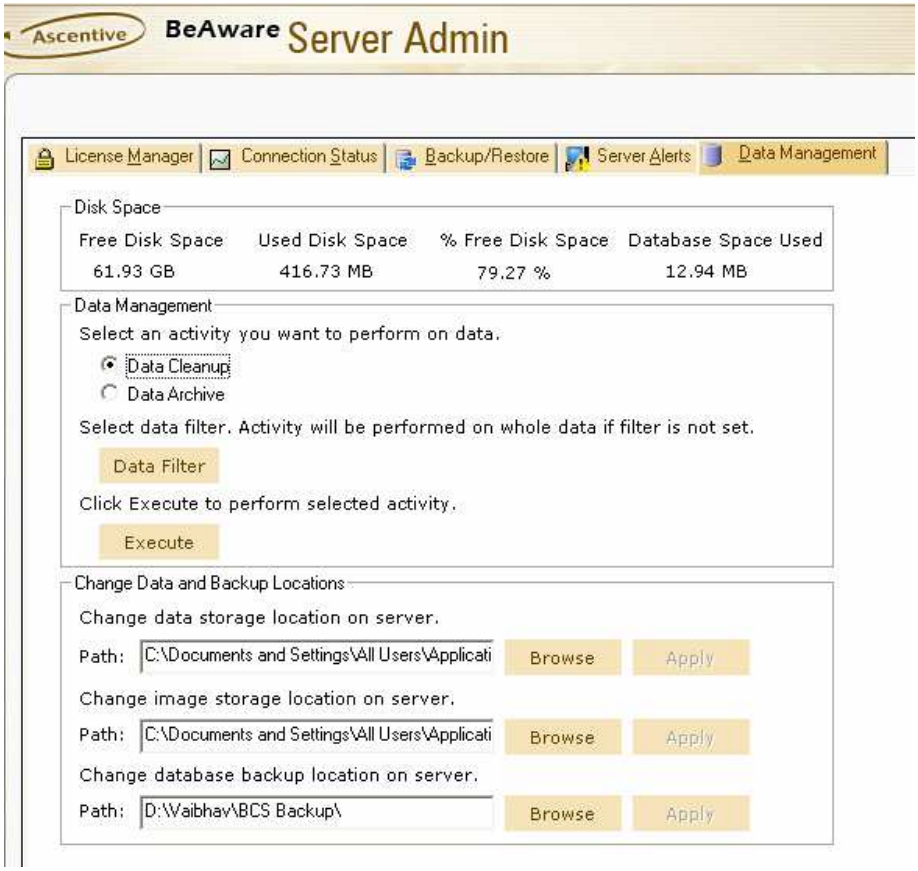
If you wish to delete any of the email address which you have already entered, click the particular email address in **Send Alerts to** box and Click the **Delete** button from **Server Alerts** window.

Email alerts are also sent when license count is insufficient for connected PCs.

## 5.4 DATA MANAGEMENT

**Data Management** tab allows you to:

- View disk space details.
- Archive old data to selected location or delete the data permanently.
- Change data storage and backup locations.




### 5.4.1 Disk Space

This section displays the following information:

- **Free Disk Space:** The total free space available on the drive where BeAware Server stores the uploaded data.
- **Used Disk Space**: This shows the total space consumed by BeAware Screen Capture data.
- **% Free Disk Space**: It shows the percentage of free hard disk space on server machine.
- **Database Space Used**: It displays the total space consumed by data stored in database, in addition to Used Disk space.

If server is busy to calculating the sizes then at the place of figures it will display "*Calculating…*"

### 5.4.2 Data Management

This section provides options to manage the captured data.

#### 5.4.2.1 Data Cleanup

This option allows you to delete data permanently. You can select data to be deleted by providing Data Filtering Options.

1. Select **Data Cleanup**. (It is selected by default.)
2. Click **Data Filter** button. **Data Filtering Options** window appears.

3. Specify the data to be considered for deletion.

- **Data Recorded Before**: This option selects all the data captured before the given date.

- **Data Older than**: You can keep latest data and delete data older than the days specified here.

Only one of the options (either **Data Recorded Before** or **Data older than**) can be selected at a time.

- **Data Recorded for Windows User**: First, select the box to enable this option. Next, specify the Windows username whose records you wish to delete from the drop down.

If a Windows user is not specified, data of all the users will be deleted.

- **Data Recorded for Machine**: First, select the box to enable this option. Next, select the machine name from the drop down.

If a machine name is not specified, data of all machines will be deleted.

- **Data Recorded for Workgroup**: First, select the box to enable this option. Next, specify the workgroup name from the drop-down. (If no workgroup has been created, this option remains disabled, until at-least one workgroup is created.)

- **Select Activity**: You can select one or multiple PC Activities in order to delete data belonging to the specified criteria. To select the activity, select the box given against each activity.

Either Windows User and Machine options, or Workgroup option can be selected at one time. That is, you cannot select Username and Machine name with Workgroup and vice versa.

4. After criteria are set, click **OK** to save the criteria and close the Data Filtering Options window.
5. Click **Execute** button. A confirmation message appears displaying the number of records selected for the given criteria.
6. Click the **Yes** button to begin with data deletion.

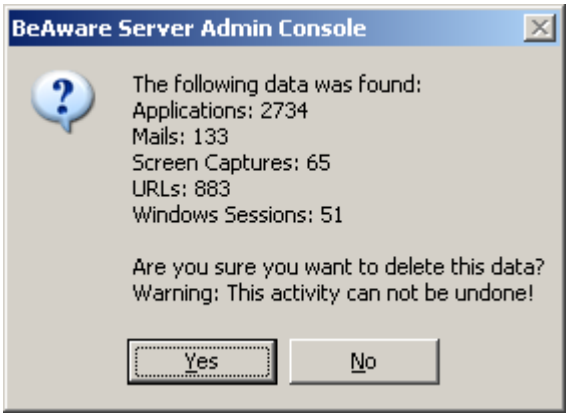
#### 5.4.2.2 Data Archive

You can archive data based on the criteria defined by following steps:

1. Select **Data Archive**.
2. Click **Data Filter** button. Data Filtering Options window appears. Please refer Data Cleanup section for more details of Data Filtering Options.
3. Click **Execute** button. **Browse for Folder** screen appears.
4. Select the location where you wish to store the archived data.

5. Create Folder allows you to create a new folder at a selected path.
6. Click **Ok** to select the folder and close the **Browse for Folder** screen.

A confirmation message box appears which shows the number of records selected for archive.




7. Click **Yes** to start archiving data. Data archiving is done in the background so that the users can resume their other tasks.

Data archiving may take few minutes.

If Screen Capture option has been selected, the images will be archived in GIF format and the database data will be archived in Text files.

### 5.4.3 Change Data and Backup Locations

This section of data management provides the option to change the storage location of data and images. It also allows you to change the location for the backup on the server.

The existing data will remain at its current location. Only the newly uploaded data will be stored at the changed location.

#### 5.4.3.1 Changing the data storage location:

1. Click **Browse** button. **Browse for Folder** window appears.
2. Select the desired location where you wish to store the captured data.
3. Click **OK**.
4. Click **Apply** to set the new location.

#### 5.4.3.2 Changing the image storage location:

1. Click **Browse** button. **Browse for Folder** window appears.
2. Select the desired location where you wish to store the captured data.
3. Click **OK**.
4. Click **Apply** to set the new location.

#### 5.4.3.3 Changing the Backup location:

1. Click **Browse** button. **Browse for Folder** window appears.
2. Select the desired location where you wish to store the captured data.
3. Click **OK**.
4. Click **Apply** to set the new location.

All the future backups from Backup/Restore page will be stored at newly selected location.

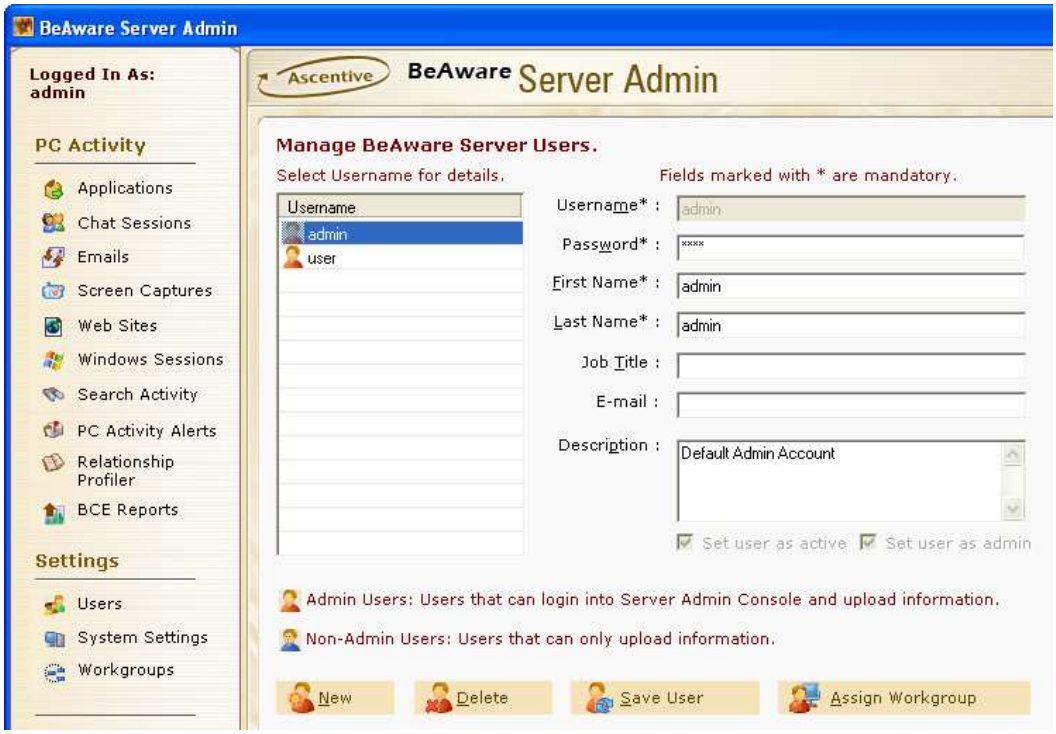
# 6. CREATING USERS AND WORKGROUPS

## 6.1 MANAGING USERS

Before using the BeAware monitoring Tool, you need to create the users to be monitored. You can create two types of users:

- **Admin Users**: These users can login into Server Admin Console and view the data that is being captured.
- **Non Admin Users**: These users can only upload information. They cannot login to the admin console.

To create the necessary users, select **Users** option under **Settings** section.




BeAware allows you to create workgroups of users. You can create a workgroup that contains specific users. You can add or remove users from a workgroup. Users assigned to a workgroup can view the details of that workgroup.

### 6.1.1 Creating a new User

To create a new user, click the **Create** button and provide the necessary information in the following fields:

- **Username:** Enter username for the user.
- **Password:** Enter the Password for the user.
- **First Name**: Enter First Name of the user.
- **Last Name**: Enter Last Name of the user.
- **Job Title**: Enter the Job Title of the user.
- **Description**: Enter description for the user.

### 6.1.2 Saving user information

To save the data of the new user:

1. Click **Save User Information** button. A dialog box appears to confirm the password.

2. Enter the password.
3. Click **OK**. The following message appears:

The information entered for the new user is saved and the user is listed in the **Users** list.

### 6.1.3 Deleting a User

To delete the record, select any user and click the **Delete** button. The user is be deleted from the user group.

It is mandatory to have at least one Admin User.

## 6.2 MANAGING WORKGROUPS

### 6.2.1 Creating a Workgroup

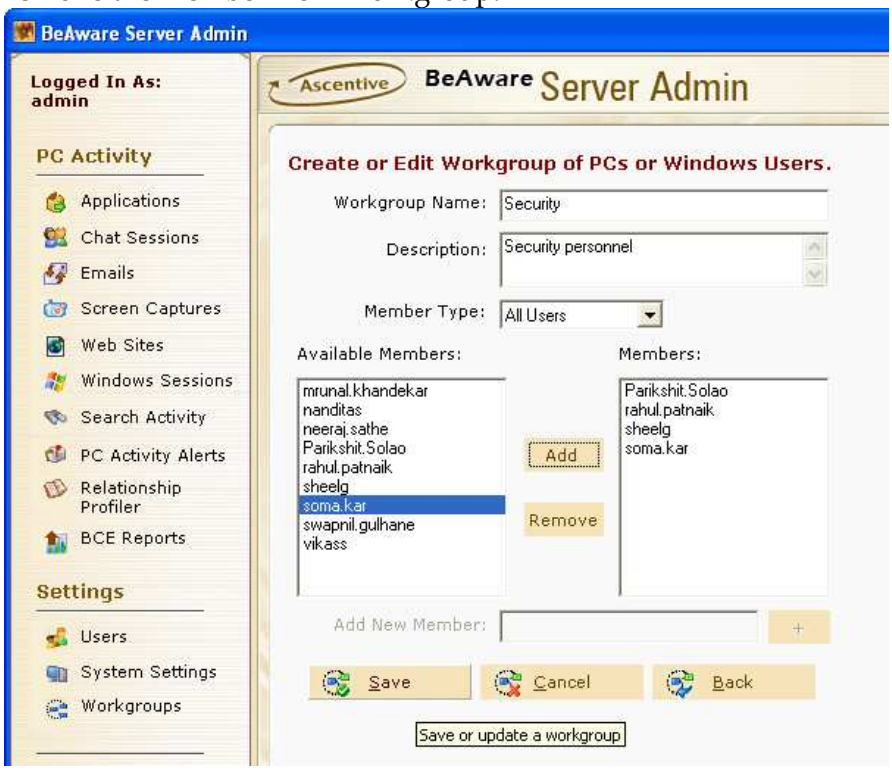
The Workgroup screen displays all the existing workgroups. You can also create a new workgroup. Following are the steps to create new workgroup:

1. Click the **Create** button on the workgroup screen.
2. Enter the workgroup name.
3. Enter the description of workgroup. This is optional.
4. Select the type of members from **Member Type** list. You can select from All Users or select **None** if you don't wish to include existing members.
5. Depending on the selection made in **Member Type** list, a list of members is populated in the **Available Members** section.
6. Click the member you wish to include in workgroup and click **Add** button. The selected member name is displayed in the **Members** list.

You can also directly type the new member name and click "**+**" sign to include the member into workgroup.

Click the **Back** button to go to the previous screen.

7. Click the member name you wish to remove from the **Members** list to remove the member from workgroup.




8. Click **Save** button to save the workgroup details. A confirmation message appears as shown in following figure.

### 6.2.2 Viewing and Editing Workgroup

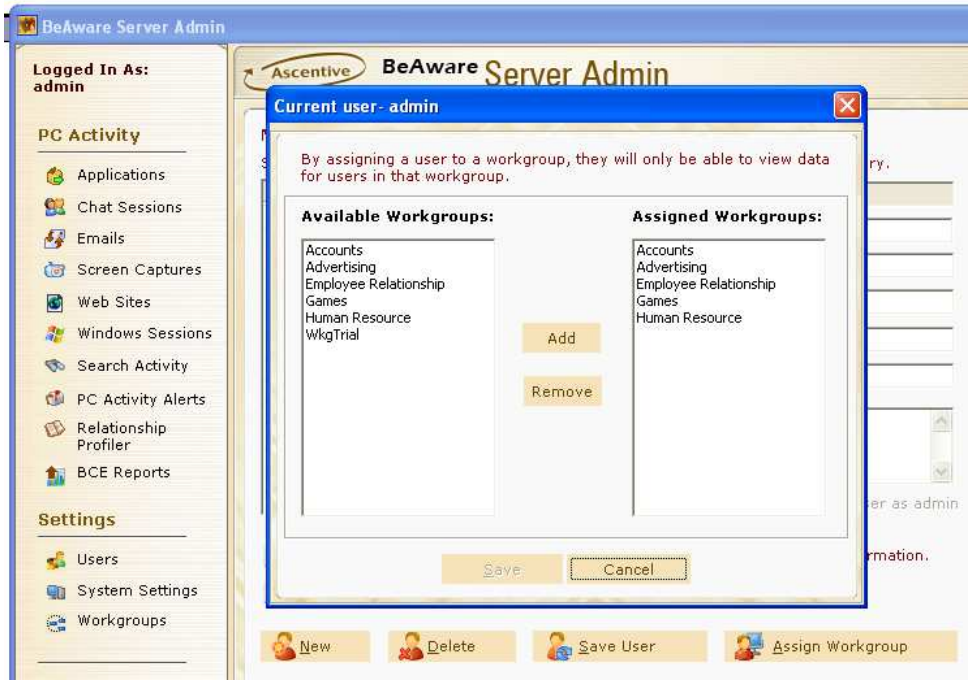
The **View and Edit** button in the Workgroups screen allows you to view and edit workgroup details. Following are the steps to view and edit the workgroup details:

1. Click the **Workgroups** option on the left pane of the application window.
2. Select the workgroup name.
3. Click the **View and Edit** button. Workgroup details are displayed.
4. Change the required details and click **Save** button to save the workgroup details.

### 6.2.3 Assigning a Workgroup

**Assign workgroup** button is used to assign a user to a group. Users assigned to a workgroup will be able to view data of users of that workgroup. The administrator will not be able to see all the workgroups. Administrator would see only those workgroups that have been assigned to him.
Following are the steps to assign a user to a workgroup.

1. Click the **Users** option on the left pane.
2. Click the button of **Assign Workgroup**. A dialog box appears.
3. Select the workgroup from the list of Available Workgroups and click **Add** button to assign the workgroup.
4. You can also select the assigned workgroup and click **Remove** button to un-assign the workgroup.

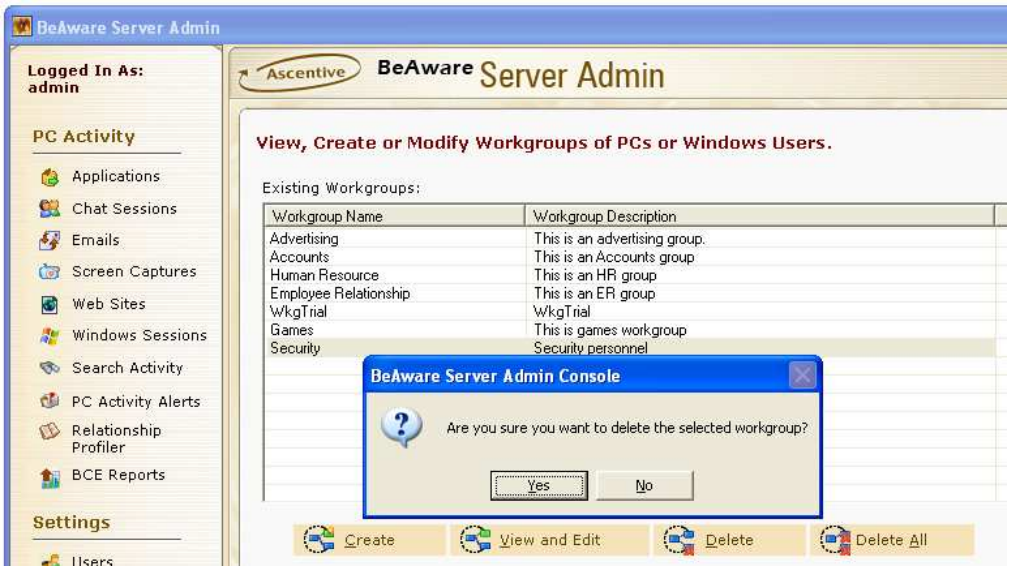



Whenever administrator logs in after the assignment of workgroups, the main screen reflects the workgroup name in the **Workgroup** list. The members of selected workgroup are displayed in **Workgroup Members**.

### 6.2.4 Deleting a Workgroup

The **Delete** button on the workgroup screen allows you to delete the selected workgroup. Following are the steps to delete a workgroup.

1. Click the **Workgroups** option on the left pane of the application window.
2. Select the workgroup name that is to be deleted.
3. Click **Delete** button. The application displays a message asking for confirmation.




4. Click **Yes** button to delete the selected workgroup.

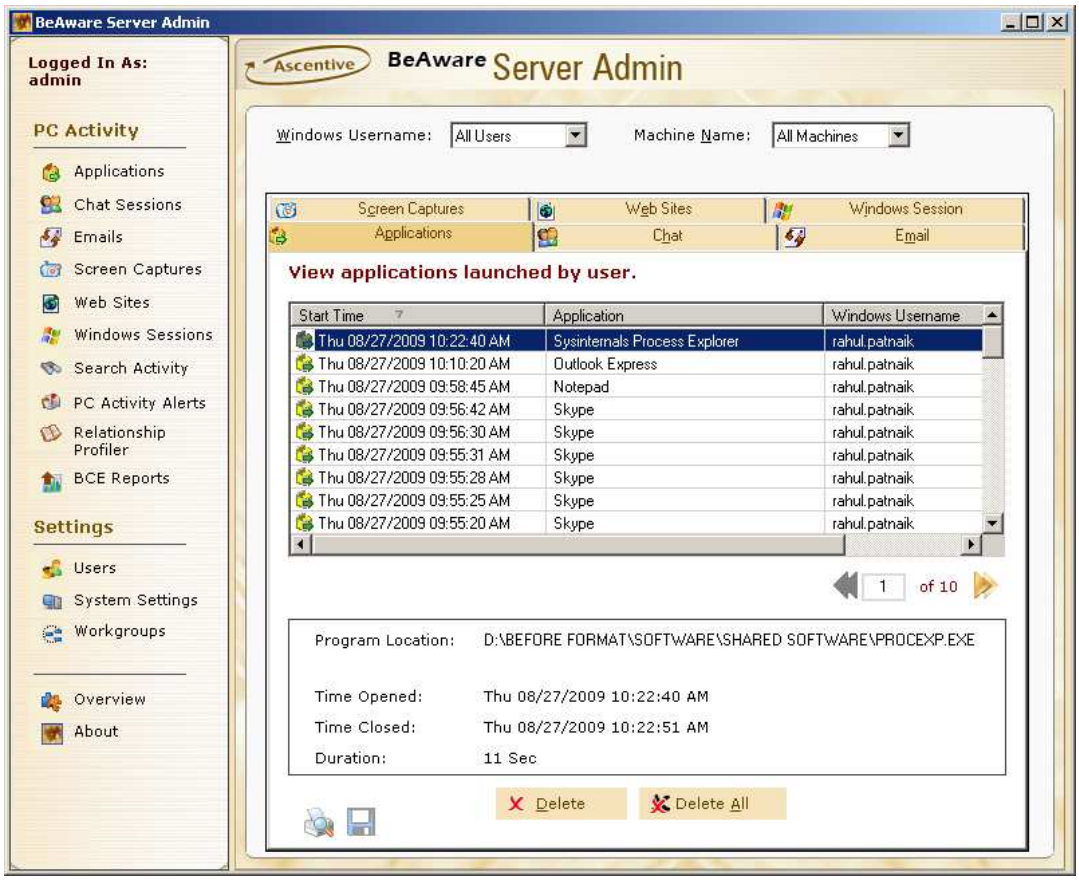
### 6.2.5 Deleting All Workgroups

The **Delete All** button on the workgroup screen allows you to delete all the workgroups. Following are the steps to delete all the workgroups.

1. Click the **Workgroups** option from left pane of the application.
2. Click **Delete All** button. A confirmation message appears.
3. Click **Yes** button to delete all the workgroups.

# 7. MONITORING APPLICATIONS

The **Applications** tab displays the various applications launched by the monitored user. When you select an entry from the list, additional details are displayed at the bottom of the Screen.




**Screen Capture 9 - Application Screen**

The application window displays the following information from the monitored machine(s):

- **Start Time**: Displays the date and time the user started the application.
- **Application**: Displays the name(s) of the applications launched by the user.
- **Windows Username**: Displays the logged in user's name on the target PC at the time of monitoring.
- **Program Location**: Displays the location where the application is stored.
- **Time Opened**: Displays the time when user opened the application.
- **Time Closed**: Displays the time when user closed the application.
- **Duration**: Displays the time duration for which user used the application.

## 7.1 SORTING THE RECORDS

You can sort the records based on the following fields. Simply click the respective column header to sort the records by that field.

- **Start Time**
- **Application**
- **Windows Username**

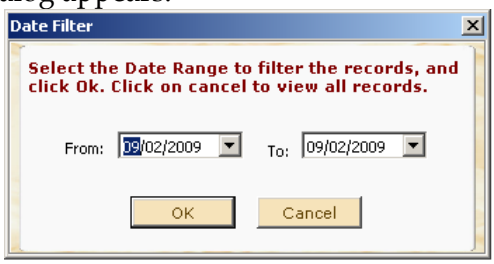
## 7.2 PRINTING THE CAPTURED DATA

You can print the captured data as a HTML page. To do this, click the **Print** button.

You are presented with three options:

**Print All Pages:**

1. Select this option to print all the records as shown on the screen.
2. A date filter dialog appears.


Date Filter
Select the Date Range to filter the records, and click Ok. Click on cancel to view all records.
From: 09/02/2009
To: 09/02/2009
OK
Cancel

3. Choose a date range for which you wish to print the captured data and click the **OK** button. The records captured for the selected period are displayed.
   Clicking **Cancel** displays all the captured records.

**Print Application Item:** Choose this option to print the selected record.
**Print Application Summary:** Choose this option to print a summary of the captured data.

An HTML page opens, displaying the currently captured data. You can print this as an HTML page.

## 7.3 DELETING RECORD

- To delete a particular record, select it from the grid and click **Delete** button.
- To delete all records, click the **Delete All** button.

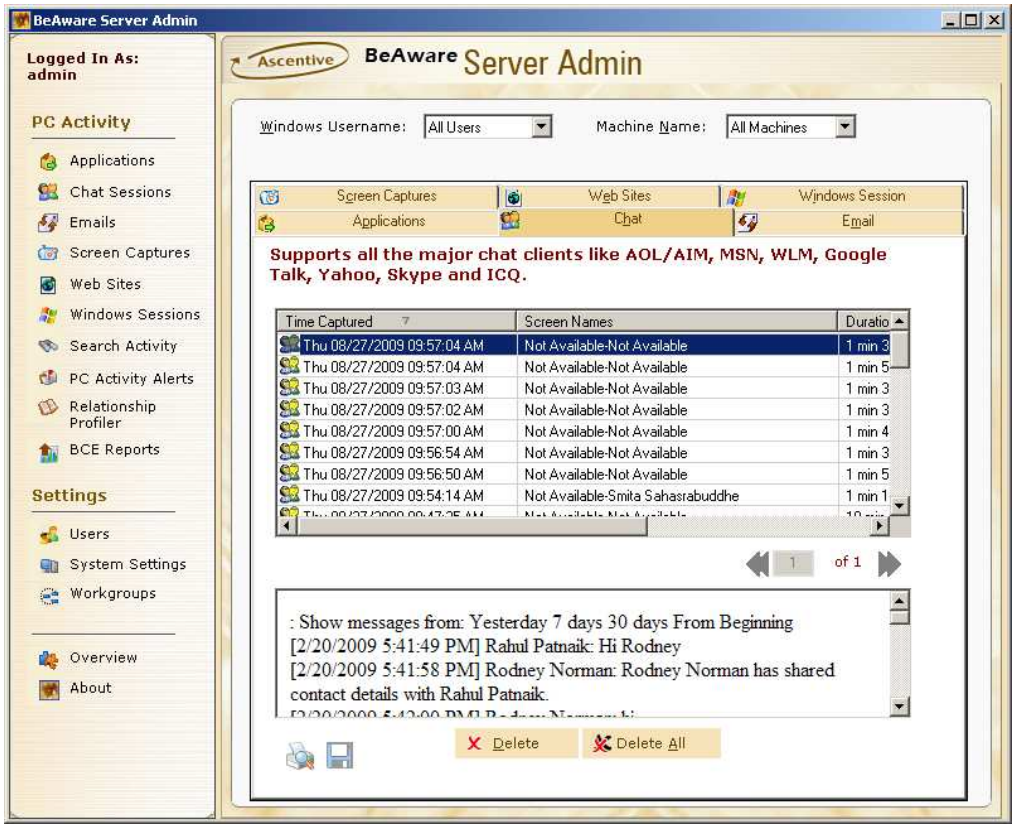
Clicking **Delete All** button deletes all the records for the selected filters, and not just the displayed records.

# 8. MONITORING CHATS

The **Chat** tab displays all of the chats recorded for the user.

BeAware version 7.4 supports the following chat messengers:

- **AIM**
- **GTalk**
- **ICQ**
- **MSN**
- **Skype**
- **Yahoo Messenger**
- **Windows Live Messenger**


BeAware Server Admin
Logged In As: admin
PC Activity
Applications
Chat Sessions
Emails
Screen Captures
Web Sites
Windows Sessions
Search Activity
PC Activity Alerts
Relationship Profiler
BCE Reports
Settings
Users
System Settings
Workgroups
Overview
About
Ascentive BeAware Server Admin
Windows Username: All Users
Machine Name: All Machines
Screen Captures
Web Sites
Windows Session
Applications
Chat
Email
Supports all the major chat clients like AOL/AIM, MSN, WLM, Google Talk, Yahoo, Skype and ICQ.
Time Captured
Screen Names
Duratio
Thu 08/27/2009 09:57:04 AM Not Available-Not Available 1 min 3
Thu 08/27/2009 09:57:04 AM Not Available-Not Available 1 min 5
Thu 08/27/2009 09:57:03 AM Not Available-Not Available 1 min 3
Thu 08/27/2009 09:57:02 AM Not Available-Not Available 1 min 3
Thu 08/27/2009 09:57:00 AM Not Available-Not Available 1 min 4
Thu 08/27/2009 09:56:54 AM Not Available-Not Available 1 min 3
Thu 08/27/2009 09:56:50 AM Not Available-Not Available 1 min 5
Thu 08/27/2009 09:54:14 AM Not Available-Smita Sahasrabuddhe 1 min 1
1 of 1
: Show messages from: Yesterday 7 days 30 days From Beginning
[2/20/2009 5:41:49 PM] Rahul Patnaik: Hi Rodney
[2/20/2009 5:41:58 PM] Rodney Norman: Rodney Norman has shared contact details with Rahul Patnaik.
Delete
Delete All

**Screen Capture 10 - Chat Screen**

The Chat session window displays the following information:

- **Time Captured**: Displays the date and time when user started the chat session.
- **Screen Names**: Displays the screen names of the users in the chat.
- **Duration**: Displays the duration of chat session.
- **Windows Username**: Displays the logged in user's name on the target PC.

## 8.1 SORTING THE RECORDS

You can sort the records based on the following fields. Simply click the respective column header to sort the records by that field.

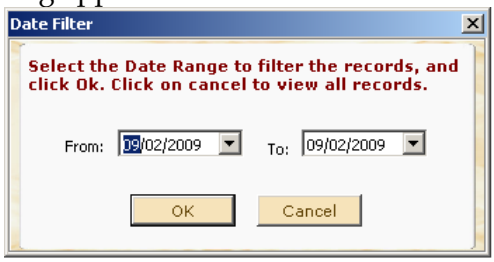
- **Time Captured**
- **Screen names**
- **Duration**
- **Windows Username**

## 8.2 PRINTING THE CAPTURED DATA

You can print the captured data as a HTML page. To do this, click the **Print** button.
You are presented with three options:

**Print All Pages:**

1. Select this option to print all the records as shown on the screen.
2. A date filter dialog appears.


Date Filter
Select the Date Range to filter the records, and click Ok. Click on cancel to view all records.
From: 09/02/2009
To: 09/02/2009
OK
Cancel

3. Choose a date range for which you wish to print the captured data and click the **OK** button. The records captured for the selected period are displayed.
   Clicking **Cancel** displays all the captured records.

**Print Application Item:** Choose this option to print the selected record.
**Print Application Summary:** Choose this option to print a summary of the captured data.

An HTML page opens, displaying the currently captured data. You can print this as an HTML page.

## 8.3 DELETING RECORD

- To delete a particular record, select it from grid and click **Delete** button.
- To delete all records, click the **Delete All** button.

Clicking **Delete All** button deletes all the records for the selected fields, and not just the displayed records.

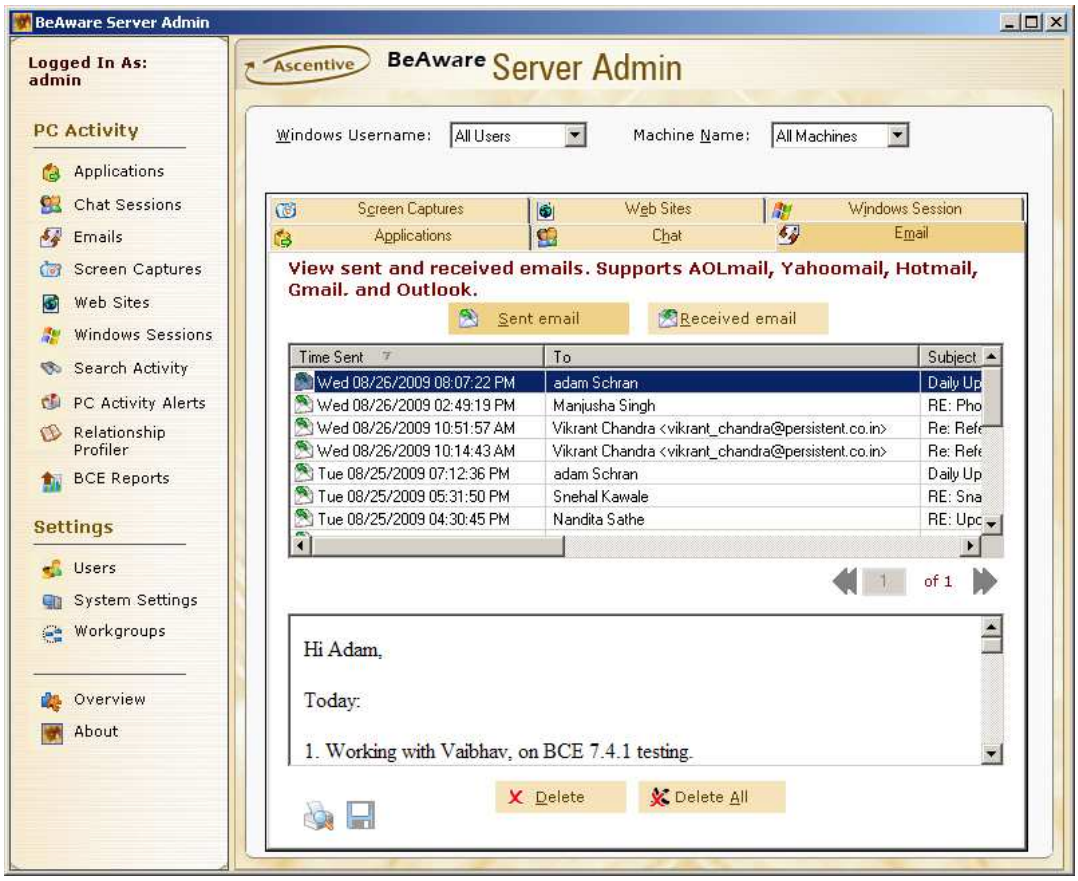
# 9. MONITORING E-MAIL

The **Email** tab displays the information of all the Emails sent and received by the monitored user.

BeAware version 7.4 supports the monitoring for the following email services:

- **AOLmail**
- **Gmail**
- **Hotmail**
- **Outlook**
- **Yahoomail**

## 9.1 SENT EMAIL




Click the **Sent email** button to view all the mails sent by the monitored user. The following details are displayed:

- **Time Sent**: Displays the date and time when user sent the mail.
- **To:** Displays the recipient email address(es) to which the mail was sent.

- **Subject**: Displays the subject of the sent email.
- **CC**: Displays the recipients included in the CC field of the email.
- **Windows Username**: Displays the logged in user's name on the target PC.

### 9.1.1 Sorting the records

You can sort the records based on the following fields. Simply click the respective column header to sort the records by that field.

- **Time Sent**
- **To**
- **CC**
- **Subject**
- **Windows Username**

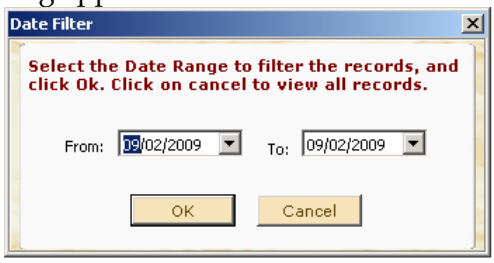
### 9.1.2 Printing the captured data

You can print the captured data as a HTML page. To do this, click the **Print** button.

You are presented with three options:

**Print All Pages:**

1. Select this option to print all the records as shown on the screen.
2. A date filter dialog appears.


Date Filter
Select the Date Range to filter the records, and click Ok. Click on cancel to view all records.
From: 09/02/2009
To: 09/02/2009
OK
Cancel

3. Choose a date range for which you wish to print the captured data and click the **OK** button. The records captured for the selected period are displayed.
   Clicking **Cancel** displays all the captured records.

**Print Application Item:** Choose this option to print the selected record.
**Print Application Summary:** Choose this option to print a summary of the captured data.

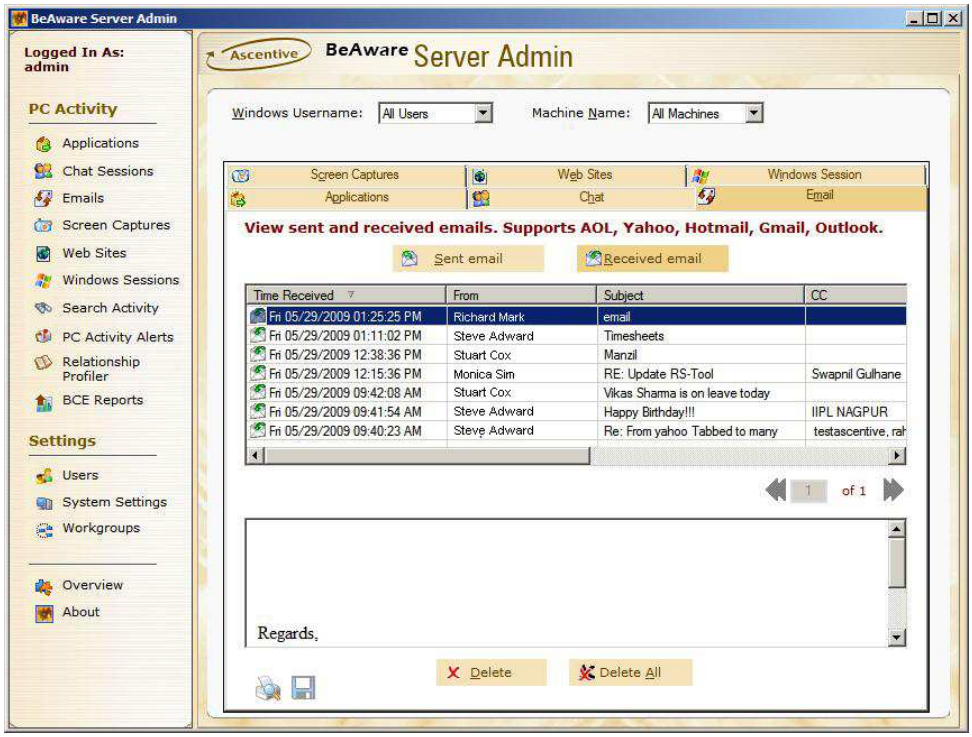
An HTML page opens, displaying the currently captured data. You can print this as an HTML page.

### 9.1.3 Deleting Record

- To delete a particular record, select it from the grid and click **Delete** button.
- To delete all records, click the **Delete All** button.

Clicking **Delete All** button deletes all the records for the selected fields, and not just the displayed records.

## 9.2 RECEIVED EMAIL




Click on the **Received email** button to view the emails received by the user. The following details are displayed:

- **Time Received**: Displays the date and time when the user received the mail.
- **From**: Displays the email address of the sender.
- **Subject**: Displays the subject of the received email.
- **CC**: Displays the email addresses included in the CC field of the email.
- **Windows Username**: Displays the logged in user's name on the target PC.

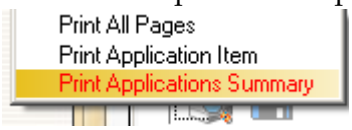
### 9.2.1 Sorting the records

You can sort the records based on the following fields. Simply click the respective column header to sort the records by that field.

- **Time Received**
- **From**
- **CC**
- **Subject**
- **Windows Username**

### 9.2.2 Printing the captured data

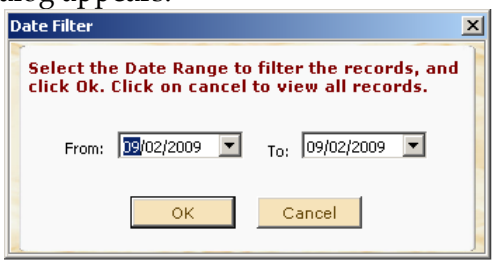
You can print the captured data as a HTML page. To do this, click the **Print** button.




You are presented with three options:

**Print All Pages:**

1. Select this option to print all the records as shown on the screen.
2. A date filter dialog appears.


Date Filter
Select the Date Range to filter the records, and click Ok. Click on cancel to view all records.
From: 09/02/2009
To: 09/02/2009
OK
Cancel

3. Choose a date range for which you wish to print the captured data and click the **OK** button. The records captured for the selected period are displayed.
   Clicking **Cancel** displays all the captured records.

**Print Application Item:** Choose this option to print the selected record.
**Print Application Summary:** Choose this option to print a summary of the captured data.

An HTML page opens, displaying the currently captured data. You can print this as an HTML page.

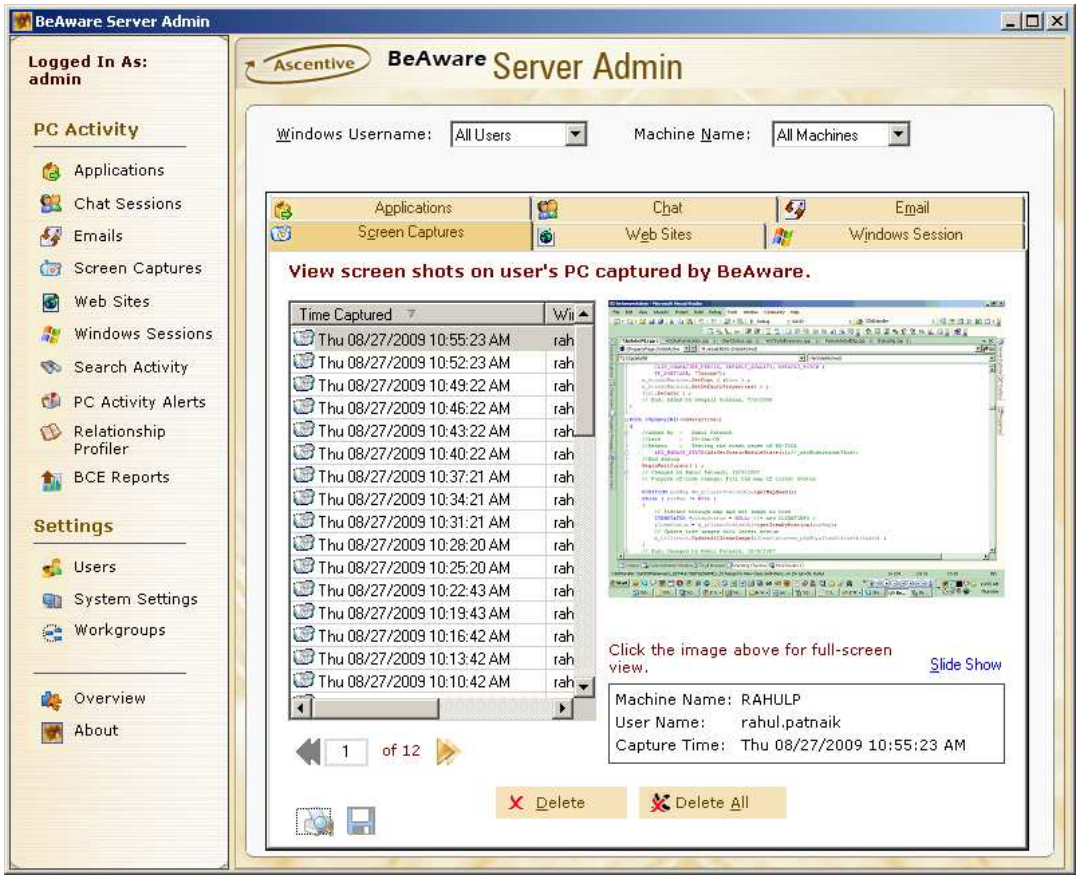
### 9.2.3 Deleting Record

- To delete a particular record, select it from the grid and click **Delete** button.
- To delete all records, click the **Delete All** button.

Clicking **Delete All** button deletes all the records for the selected fields, and not just the displayed records.

# 10. TAKING SCREEN CAPTURES

**Screen Captures** tab displays all the screen shots captured by BeAware from the monitored user's desktop.




**Screen Capture 13 - Screen Capture Screen**

The **Screen Shot** tab displays the following information:

- **Time Captured**: Displays the date and time the screen capture was recorded.
- **Machine Name**: Displays the target machine's name.
- **Windows Username**: Displays the logged in user's name on the target PC.

## 10.1 SORTING THE RECORDS

You can sort the records based on the following fields. Simply click the respective column header to sort the records by that field.

- **Time Captured**
- **Machine Name**
- **Windows Username**

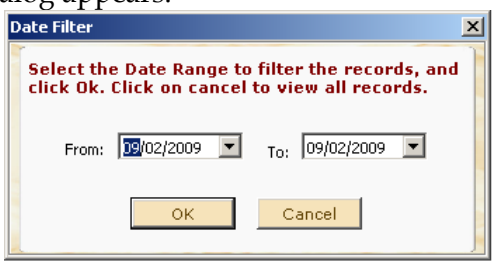
## 10.2 PRINTING THE CAPTURED DATA

You can print the captured data as a HTML page. To do this, click the **Print** button.

You are presented with three options:

**Print All Pages:**

1. Select this option to print all the records as shown on the screen.
2. A date filter dialog appears.


Date Filter
Select the Date Range to filter the records, and click Ok. Click on cancel to view all records.
From: 09/02/2009
To: 09/02/2009
OK
Cancel

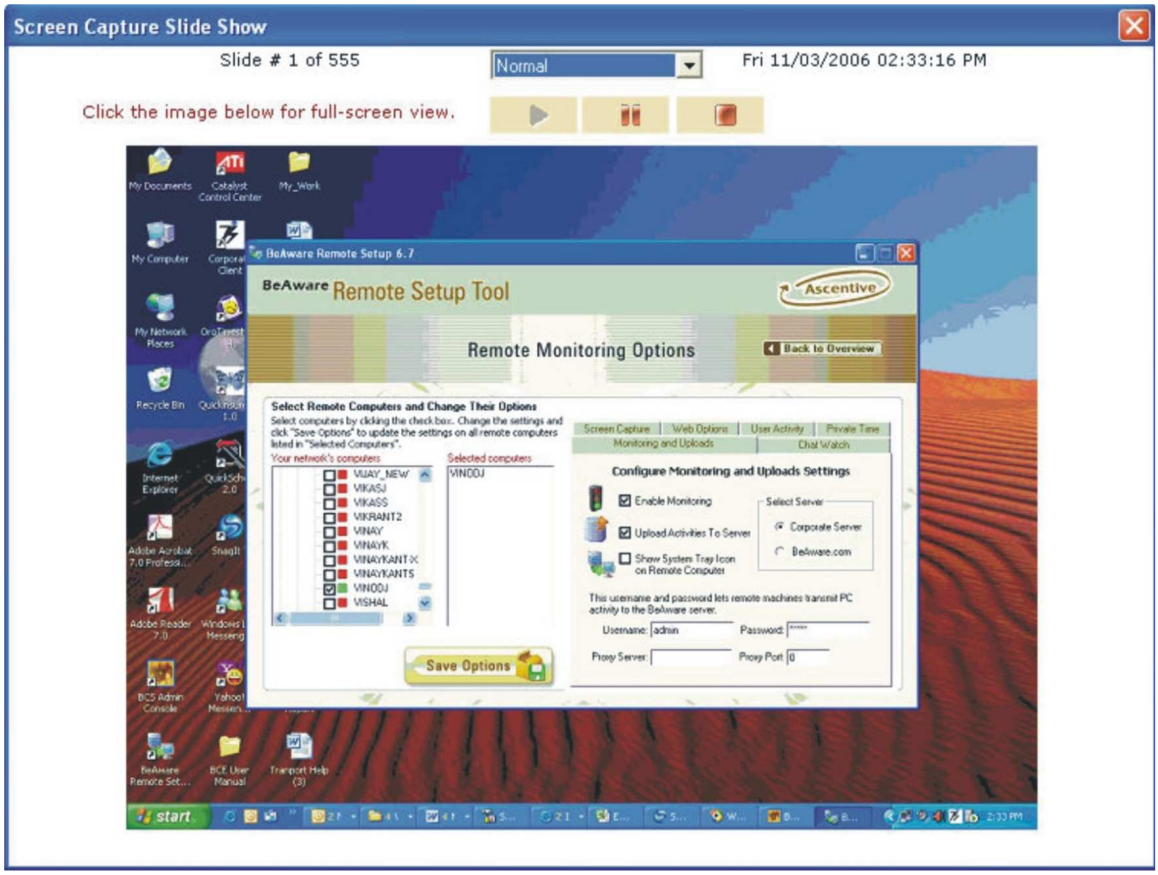
3. Choose a date range for which you wish to print the captured data and click the **OK** button. The records captured for the selected period are displayed.
   Clicking **Cancel** displays all the captured records.

**Print Application Item:** Choose this option to print the selected record.
**Print Application Summary:** Choose this option to print a summary of the captured data.

An HTML page opens, displaying the currently captured data. You can print this as an HTML page.

## 10.3 VIEWING AS SLIDE SHOW

Click **Slide Show** to view the captured screens in Slide Show mode.




**Screen Capture 14 - Slide Show**

You can set the following options while viewing the Screen Captures in the slide show:

- You can view the slide in **Normal**, **Fast** or **Slow** mode by selecting the desired mode from the drop down list given.
- The Screen Capture Slide Show gives the information on which day, date and time the screen was captured.
- You can **Play**, **Pause** or **Stop** the slide-show by clicking the following buttons:

| | |
|---|---|
| **Play Button** | **Displays the slide show** |
| **Pause Button** | **Pauses the slide slow** |
| **Stop Button** | **Stops the slide slow** |

- You can double click an image shown in the slide show to view it in full screen.

## 10.4 DELETING RECORD

- To delete a particular record, select it from the grid and click **Delete** button.
- To delete all records, click the **Delete All** button.

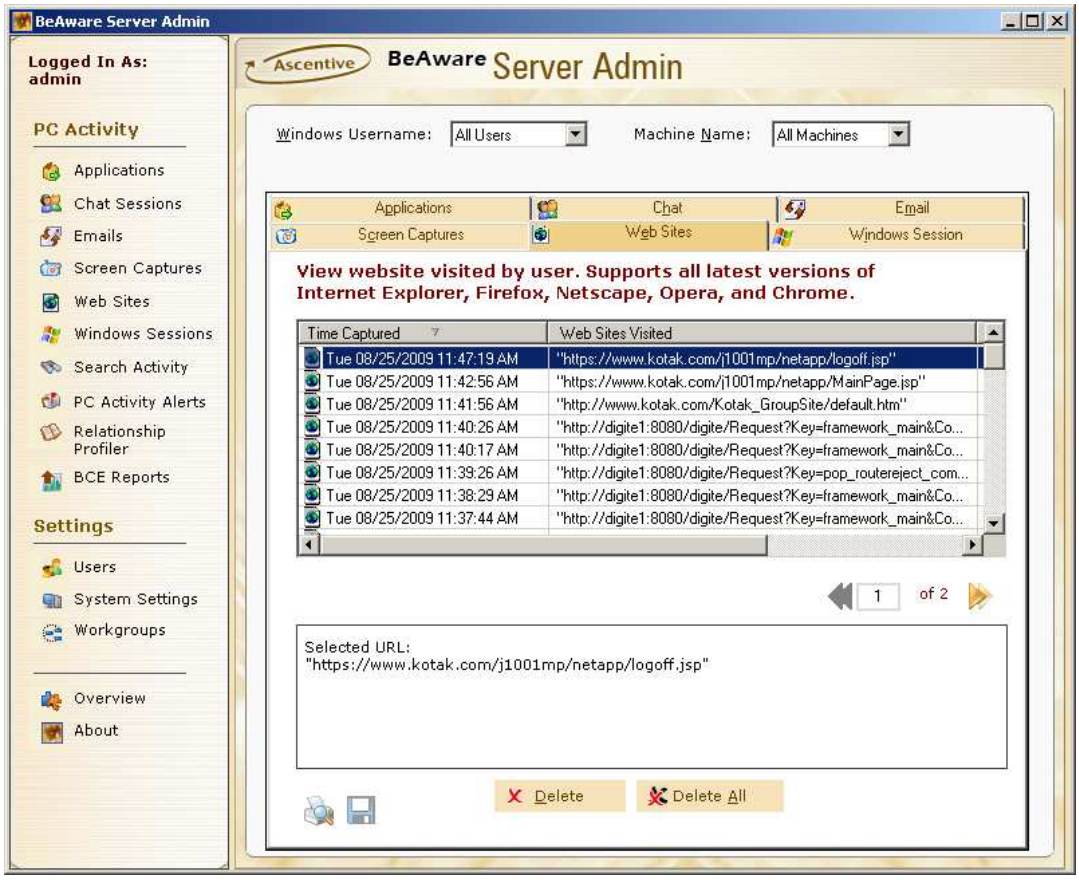
Clicking **Delete All** button deletes all the records for the selected fields, and not just the displayed records.

# 11. MONITORING WEBSITES

**Web Sites** tab displays URLs of the web sites visited by user.

BeAware version 7.4 supports latest versions of the following web browsers:

- **Chrome**
- **Firefox**
- **Internet Explorer**
- **Netscape**
- **Opera**




**Screen Capture 15 - Web Sites Screen**

The **Web Site** window displays the following information:

- **Time Captured**: Displays the date and time when the user visited the specific web-site.
- **Web Site Visited**: Displays the address of the websites, which were visited by the user.
- **Windows Username**: Displays the logged in user's name on the target PC.

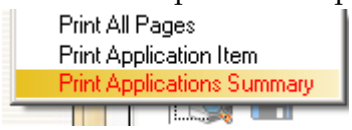
## 11.1 SORTING THE RECORDS

You can sort the records based on the following fields. Simply click the respective column header to sort the records by that field.

- **Time Captured**
- **Web Site Visited**
- **Windows Username**

## 11.2 PRINTING THE CAPTURED DATA

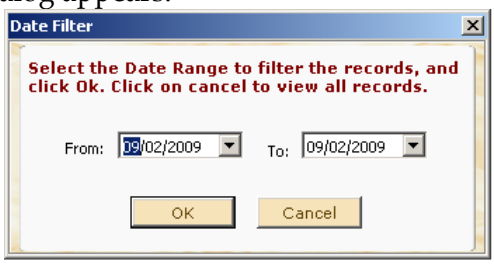
You can print the captured data as a HTML page. To do this, click the **Print** button.




You are presented with three options:

**Print All Pages:**

1. Select this option to print all the records as shown on the screen.
2. A date filter dialog appears.


Date Filter
Select the Date Range to filter the records, and click Ok. Click on cancel to view all records.
From: 09/02/2009
To: 09/02/2009
OK
Cancel

3. Choose a date range for which you wish to print the captured data and click the **OK** button. The records captured for the selected period are displayed.
   Clicking **Cancel** displays all the captured records.

**Print Application Item:** Choose this option to print the selected record.
**Print Application Summary:** Choose this option to print a summary of the captured data.

An HTML page opens, displaying the currently captured data. You can print this as an HTML page.

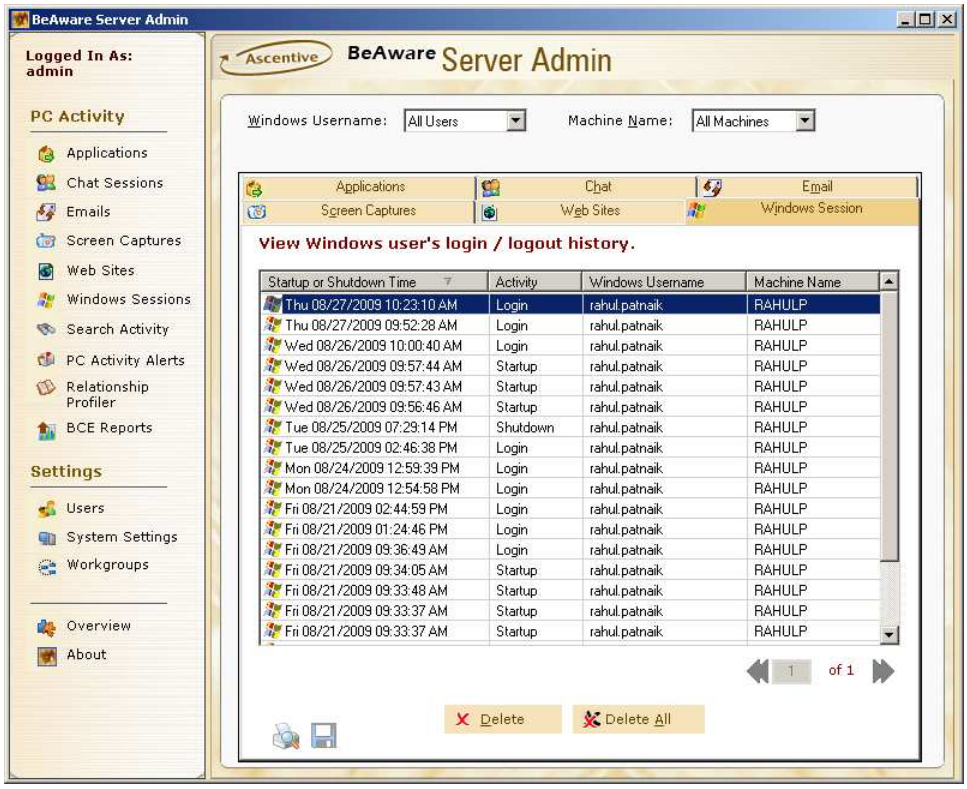
## 11.3 DELETING RECORD

- To delete a particular record, select it from the grid and click **Delete** button.
- To delete all records, click the **Delete All** button.

Clicking **Delete All** button deletes all the records for the selected fields, and not just the displayed records.

# 12. MONITORING WINDOWS SESSIONS

**Windows Session** tab displays the information regarding user's login/logout history.


BeAware Server Admin
Logged In As: admin
PC Activity
Applications
Chat Sessions
Emails
Screen Captures
Web Sites
Windows Sessions
Search Activity
PC Activity Alerts
Relationship Profiler
BCE Reports
Settings
Users
System Settings
Workgroups
Overview
About
Ascentive BeAware Server Admin
Windows Username: All Users
Machine Name: All Machines
Applications
Chat
Email
Screen Captures
Web Sites
Windows Session
View Windows user's login / logout history.
Startup or Shutdown Time | Activity | Windows Username | Machine Name
Thu 08/27/2009 10:23:10 AM | Login | rahul.patnaik | RAHULP
Thu 08/27/2009 09:52:28 AM | Login | rahul.patnaik | RAHULP
Wed 08/26/2009 10:00:40 AM | Login | rahul.patnaik | RAHULP
Wed 08/26/2009 09:57:44 AM | Startup | rahul.patnaik | RAHULP
Wed 08/26/2009 09:57:43 AM | Startup | rahul.patnaik | RAHULP
Wed 08/26/2009 09:56:46 AM | Startup | rahul.patnaik | RAHULP
Tue 08/25/2009 07:29:14 PM | Shutdown | rahul.patnaik | RAHULP
Tue 08/25/2009 02:46:38 PM | Login | rahul.patnaik | RAHULP
Mon 08/24/2009 12:59:39 PM | Login | rahul.patnaik | RAHULP
Mon 08/24/2009 12:54:58 PM | Login | rahul.patnaik | RAHULP
Fri 08/21/2009 02:44:59 PM | Login | rahul.patnaik | RAHULP
Fri 08/21/2009 01:24:46 PM | Login | rahul.patnaik | RAHULP
Fri 08/21/2009 09:36:49 AM | Login | rahul.patnaik | RAHULP
Fri 08/21/2009 09:34:05 AM | Startup | rahul.patnaik | RAHULP
Fri 08/21/2009 09:33:48 AM | Startup | rahul.patnaik | RAHULP
Fri 08/21/2009 09:33:37 AM | Startup | rahul.patnaik | RAHULP
Fri 08/21/2009 09:33:37 AM | Startup | rahul.patnaik | RAHULP
1 of 1
Delete
Delete All

**Screen Capture 16 - Windows Session Screen**

The Windows Session displays the following information:

- **Startup or Shutdown Time**: Displays the date and time of the windows session on the user's machine.
- **Activity**: Displays the user's activities on monitored PC.
- **Machine Name**: Displays the name of the machine, which the user is using.
- **Windows Username**: Displays the logged in user's name on the target PC

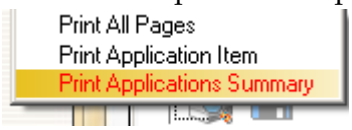
## 12.1 SORTING THE RECORDS

You can sort the records based on the following fields. Simply click the respective column header to sort the records by that field.

- **Startup or Shutdown Time**
- **Activity**
- **Machine Name**
- **Windows Username**

## 12.2 PRINTING THE CAPTURED DATA

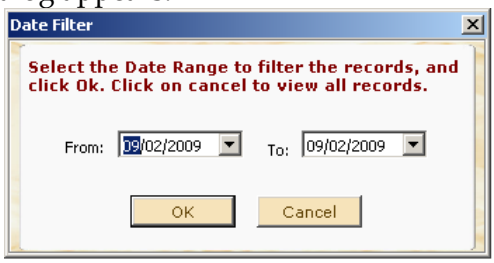
You can print the captured data as a HTML page. To do this, click the **Print** button.




You are presented with three options:

**Print All Pages:**

1. Select this option to print all the records as shown on the screen.
2. A date filter dialog appears.




3. Choose a date range for which you wish to print the captured data and click the **OK** button. The records captured for the selected period are displayed.
   Clicking **Cancel** displays all the captured records.

**Print Application Item:** Choose this option to print the selected record.
**Print Application Summary:** Choose this option to print a summary of the captured data.

An HTML page opens, displaying the currently captured data. You can print this as an HTML page.

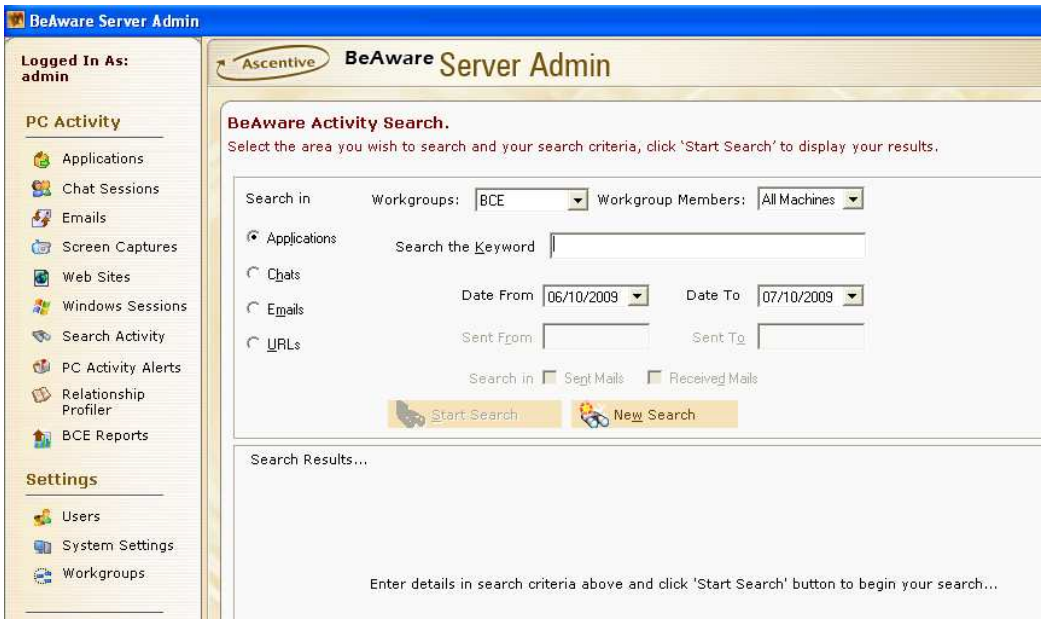
## 12.3 DELETING RECORD

- To delete a particular record, select it from the grid and click **Delete** button.
- To delete all records, click the **Delete All** button.

Clicking **Delete All** button deletes all the records for the selected fields, and not just the displayed records.

# 13. SEARCH ACTIVITY

The **Search Activity** displays search result that matches the specified search criteria.




**Screen Capture 17 – Search Activity Screen**

The Content Search Screen contains two segments:
**Search Criteria:**
The search is specifically based on keyword(s) that you specify in the keywords text box. But, before that we need to select the category for which the data has to be searched, i.e. Applications/Chats/Emails/Web sites data.

The data to be searched can be filtered on following two fields which are common to all search categories.

**Windows Username:**
Click the **Windows Username** drop down list. It will display the names of all users whose system is monitored by BeAware. Select the desired Window's User Name from the drop down list.

**Machine Name:**
Click the **Machine Name** drop down list. It will display the names of all the machines monitored by BeAware. Select the desired machine name from the drop down list.

**Search Result:**

- The recorded data that matches the specified search criteria is displayed in the Search Result segment of Search Activity Screen.

To begin search, click the **Start Search** button.
To clear current search criteria, click the **New Search** button.

## 13.1 APPLICATIONS

### 13.1.1 Search Criteria

Click **Applications** as Search In category and fill in information for the following fields to build search criteria.

- **Keyword**: Enter keyword.
- **Date From**: Select date from which the data is recorded.
- **Date To**: Select date up to which the data is recorded.

### 13.1.2 Search Results

If the search result is for Applications category, then following information is displayed.

- **Start Time**: Displays the date and time the user started the application.
- **Application**: Displays the name(s) of the applications launched by the user.
- **Windows Username**: Displays the logged in user's name on the target PC at the time of monitoring.

On selecting an item from the search result list following information is displayed.

- **Program Location**: Displays the location where the application is stored.
- **Time Opened**: Displays the start time of the application.
- **Time Closed**: Displays the close time of the application.
- **Duration**: Displays the duration of the application execution.

### 13.1.3 Sorting the records

You can sort the records based on the following fields. Simply click the respective column header to sort the records by that field.

- **Start Time**
- **Application**
- **Windows Username**

## 13.2 CHATS

### 13.2.1 Search Criteria

For Chats data click Chats as Search In category and fill in information for the following fields to build search criteria.

- **Keyword**: Enter keyword.
- **Date From**: Select date from which the data is recorded.
- **Date To**: Select date up to which the data is recorded.
- **Sent From**: Enter name of person who has sent chat message.
- **Sent To**: Enter name of person to whom the chat message has been sent.

### 13.2.2 Search Results

If the search result is for Chats category, then following information is displayed.

- **Time Captured**: Displays the date and time the user started the chat session.
- **Screen Names**: Displays the chat screen names of the user.
- **Duration**: Displays the duration of chat sessions.
- **Windows Username**: Displays the logged in user's name on the target PC.

Select an item from the search result list to view the particular chat message.

### 13.2.3 Sorting the records

You can sort the records based on the following fields. Simply click the respective column header to sort the records by that field.

- **Time Captured**
- **Screen Names**
- **Duration**
- **Windows Username**

## 13.3 EMAILS

### 13.3.1 Search Criteria

For Emails data click Emails as Search In category and fill in information for the following fields to build search criteria.

- **Keywords**: Enter keyword.
- **Date From**: Select date from which the data is recorded.
- **Date To**: Select date up to which the data is recorded.
- **Sent From**: Enter name of person who has sent chat or email message.
- **Sent To**: Enter name of person to whom the chat message has been sent.
- **Sent Mails**: Select this option to access sent mails.

  Unselect this option to filter sent to mails.
- **Received Mails**: Select this option to get received mails.

  Unselect this option to filter received mails.

### 13.3.2 Search Results

If the search result is for Emails category, then following information is displayed.

#### 13.3.2.1 Sent Mail

If Sent Mail option of Search Criteria is selected

- **Time Sent/Received**: Displays the date and time the user sent the mail.
- **To**: Displays the receiver's email address to which the mail was sent.
- **Subject**: displays the subject of the mail, which the user has sent.
- **CC**: Displays the CC information of the mail.
- **Windows Username**: Displays the logged in user's name on the target PC.

You can sort the records based on the following fields. Simply click the respective column header to sort the records by that field.

- **Time Sent**
- **To**
- **CC**
- **Subject**
- **Windows Username**

#### 13.3.2.2 Received Mail

If Received Mail option of Search Criteria is selected:

- **Time Sent/Received**: Displays the date and time the user received the mail.
- **From**: Displays the sender's email address.
- **Subject**: Displays the subject of the mail, which the user has received.
- **CC**: Displays the CC information of the mail.
- **Windows Username**: Displays the logged in user's name on the target PC.

You can sort the records based on the following fields. Simply click the respective column header to sort the records by that field.

- **Time Sent**
- **From**
- **CC**
- **Subject**
- **Windows Username**

#### 13.3.2.3 Sent Mail and Received Mail

If both Sent Mail and Received Mail option of Search Criteria is selected:

- **Time Sent/Received**: Displays the date and time the user sent the mail.
- **To**: Displays the receiver's email address to which the mail was sent.
- **From**: Displays the sender's email address.
- **Subject**: displays the subject of the mail, which the user has sent.
- **CC**: Displays the CC information of the mail.
- **Windows Username**: Displays the logged in user's name on the target PC.

You can sort the records based on the following fields. Simply click the respective column header to sort the records by that field.

- **Time Sent**
- **To**
- **From**
- **CC**
- **Subject**
- **Windows Username**

## 13.4 WEB SITES

### 13.4.1 Search Criteria

For Web sites data click URLs as Search In category and fill in information for the following fields to build search criteria.

- **Keyword**: Enter keyword.
- **Date From**: Select date from which the data is recorded.
- **Date To**: Select date up to which the data is recorded.

### 13.4.2 Search Results

If the search result is for URLs category, then following information is displayed.

- **Time Captured**: Displays the date and time the user visited the specific web-site.
- **Web Site Visited**: Displays the address of the websites, which were visited by the user.
- **Windows Username**: Displays the logged in user's name on the target PC.

On selecting an item from the search result list displays the entire URL.

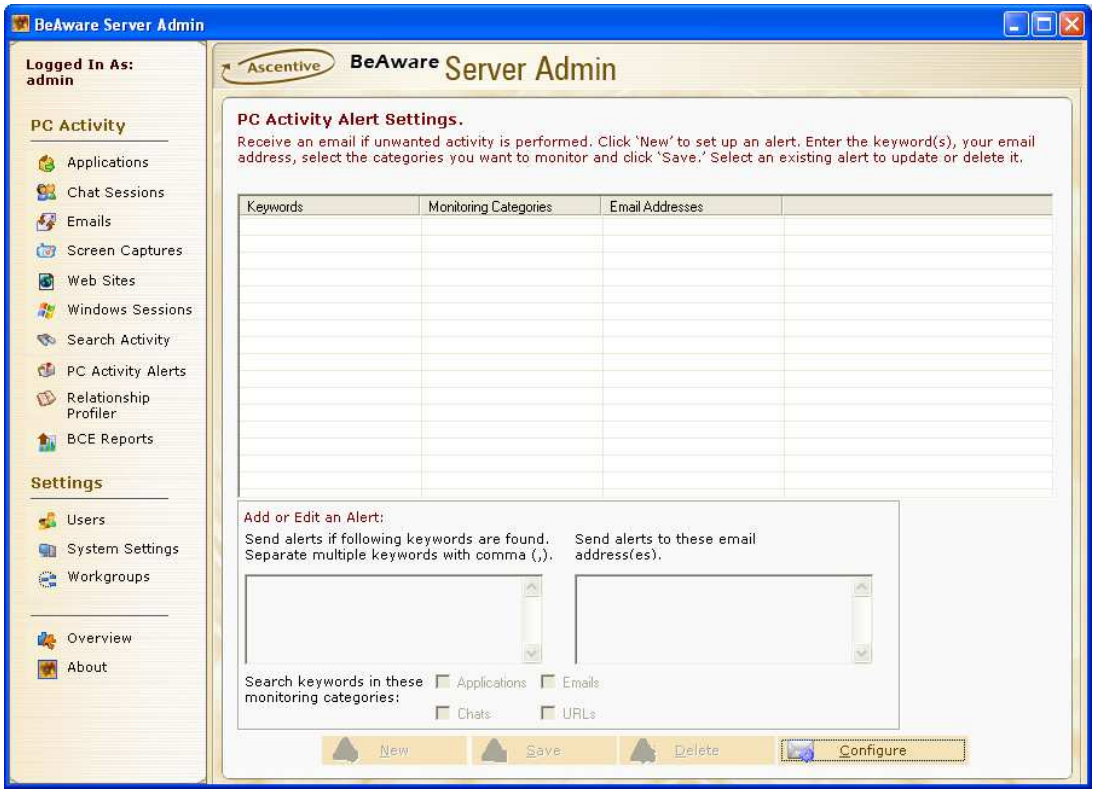
### 13.4.3 Sorting the records

You can sort the records based on the following fields. Simply click the respective column header to sort the records by that field.

- **Time Captured**
- **Web Site Visited**
- **Windows Username**

# 14. CONFIGURING PC ACTIVITY ALERTS

The **PC Activity Alerts** displays PC Activity Alert Settings Screen.




**Screen Capture 18 – PC Activity Alerts Screen**

The PC Activity Alert Setting contains three segments

- **Keywords**
- **Monitoring Categories**
- **Email Addresses**

## 14.1 SETTING A PC ACTIVITY ALERT

To configure a PC Activity Alert, click the **Configure** button. **Mail Server Configuration** window appears.

Mail Server Configuration
Set SMTP server settings for sending alert mails.
Note: Only enter username and password if your outgoing/SMTP server requires them.
* Mail Server: The address of your outbound email server.
* E-mail Address: This address is where you want all of your BeAware alerts to be sent.
The following fields should only be filled out if your Outgoing Email Server requires a Username and Password, otherwise they should be left blank.
SMTP Username:
SMTP Password:
Save
Close

**Screen Capture 19 – Mail Server Configuration.**

Here you need to set SMTP server setting for sending alerts mails

- **Mail Server** (Mandatory Field): Enter the mail server address through which mail will be sent.
- **E-mail Address** (Mandatory Field): Enter a valid email address which uses the SMTP server to send the mail.
- **Username**: Enter username used to logon the SMTP server.
- **Password**: Enter password set for the SMTP server.

To save a record, click the **Save** button,
To cancel saving the record, click the **Close** button.

The setting is based on keyword(s) that you specify in the keywords text box. Select the category for which alert setting needs to be done, i.e. Applications/Chats/Emails/Web sites data.

## 14.2 SETTING AN ALERT FOR ANY CATEGORY

To configure an alert for any category:

1. Click the **New** button from the lower section of the window.
2. Enter the following details in the appropriate boxes:

- **Keywords**: Enter keyword(s) for which you wish to set the alert.
- **Email Address(es)**: Enter the email address(es) to which alerts should be sent.

3. Select the category for which you are setting the alert.
4. Click the **Save** button from the **PC Activity Alerts** window.

The saved alert is displayed in the grid of the PC Activity Alerts window.

## 14.3 SORTING THE RECORDS

You can sort the records based on the following fields. Simply click the respective column header to sort the records by that field.

- **Keyword**
- **Monitoring Categories**
- **Email Addresses**
- **Application**

## 14.4 DELETING AN ALERT

If you wish to delete any alert:

1. Select one or more alerts from the grid in **PC Activity Alerts** window.
2. Click the **Delete** button.

# 15. MANAGING RELATIONSHIP PROFILER

**Relationship Profiler** shows relationship of employee in an organization on the basis of their Email transactions and conversations.

1. Click **Relationship Profiler**.

BeAware Server Admin
Logged In As: admin
PC Activity
Applications
Chat Sessions
Emails
Screen Captures
Web Sites
Windows Sessions
Search Activity
PC Activity Alerts
Relationship Profiler
BCE Reports
Settings
Users
System Settings
Workgroups
Overview
About
Ascentive BeAware Server Admin
View relationships through Profiler.
The Relationship Profiler shows you the relationships of people in your organization based on their emails and instant message chats. Select a Windows User or PC at your company to view a specific Relationship Profile. You'll see the most common senders and receivers of their chats and emails so you know who they are corresponding with most frequently.
Workgroups: BCE
Workgroup Members: All Machines
From 06/10/2009 To 07/10/2009 Category: All Show
From | To | Total | Type
sepg@lionking.com | Vaibhav Turaskar | 40 | Email
Nandita Sathe | Vaibhav Turaskar | 30 | Email
vturaskar | Indrayani Bhute | 14 | Chat
vaibhav.turaskar | Nandita Sathe | 13 | Email
vaibhav.turaskar@info-spectrum.com (pop.info-spectru... | adam Schran; | 12 | Email
sepg@lionking.com | Rahul Patnaik | 12 | Email
Abhijeet Ganguly | Vaibhav Turaskar | 12 | Email
Shakal Shukla | Vaibhav Turaskar | 11 | Email
testascentive@aim.com | testascentive@aol.com, | 10 | Email
vaibhav.turaskar@info-spectrum.com (pop.info-spectru... | Janice Ong <janice@oedesign.com> | 10 | Email
Manoj Badase | Vaibhav Turaskar | 9 | Email
Networking | Vaibhav Turaskar | 9 | Email
Rahul Patnaik | Vaibhav Turaskar | 7 | Email
Indrayani Bhute | (Unknown) | 7 | Email
Vaibhav Turaskar | Vaibhav Turaskar | 7 | Email
Smita Sahasrabuddhe | Vaibhav Turaskar | 7 | Email
Swapnil Gulhane | Vaibhav Turaskar | 7 | Email
Sagar Karmarkar | Vaibhav Turaskar | 7 | Email
vturaskar | blackburn1205@gmail.com | 7 | Chat
vturaskar | Neeraj Halder | 7 | Chat
vaibhav.turaskar | Ascentive; Anjali Udar | 6 | Email
1 of 4
Legends :
Chat Email

**Screen Capture 20 – Relationship Profiler Screen**

The **Relationship Profiler** screen displays the following information:

1. Select **Windows UserName**
2. Select **Machine Name**
3. Select **From Date**
4. Select **To Date**

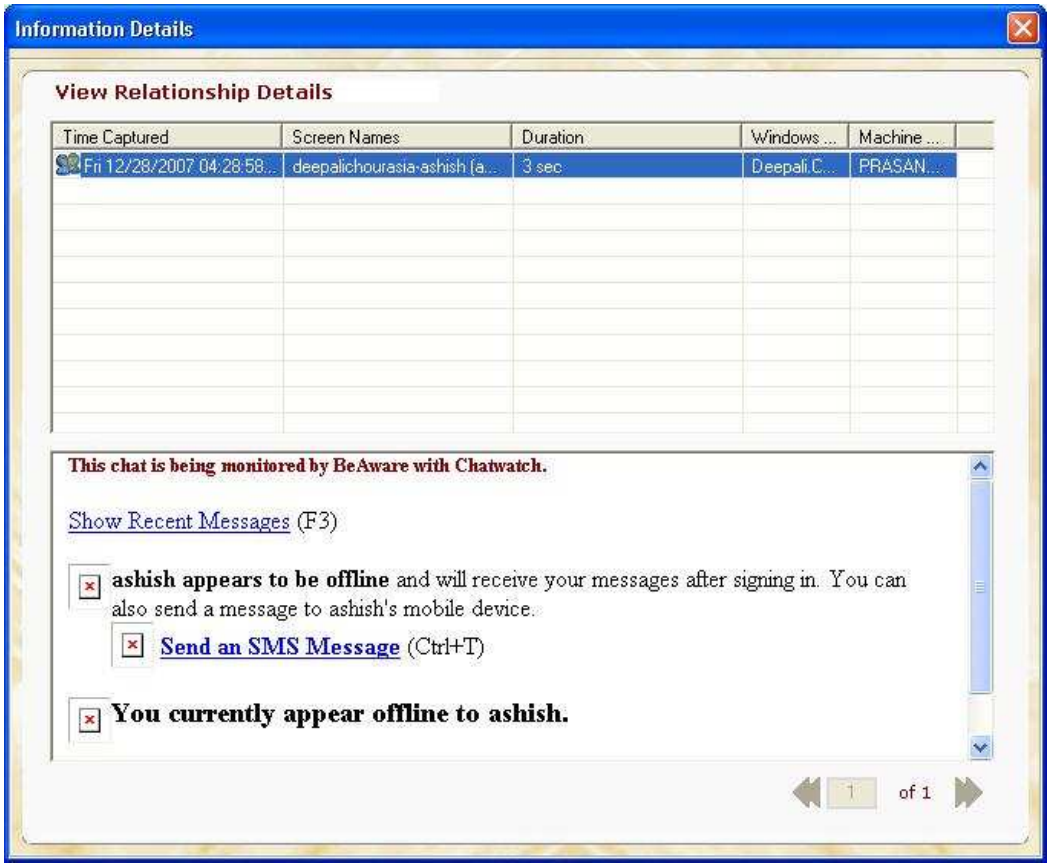
**From** date – **To** date shows all Email and Chat transactions between two dates.

5. Select **Category**. You must Select at least one category:
   - **All**: Email and Chat transactions.
   - **Email**: Email communication of sender and receiver.
   - **Chat**: Chat between two people.

6. Click **Show**. You can see the selected information in table format.
   - **From**: Windows User Name display.
   - **To**: Recipient name display.
   - **Total**: Total transactions between sender and receiver display.
   - **Type**: Email or Chat category display.

- **Navigation Buttons**: Select **Previous** or **Next** buttons to see the records or you can also type the page number for which you wish to see records.

Select **Email** or **Chat** transaction and double click to View the content of that particular email or chat. The **Relationship Details** window opens.

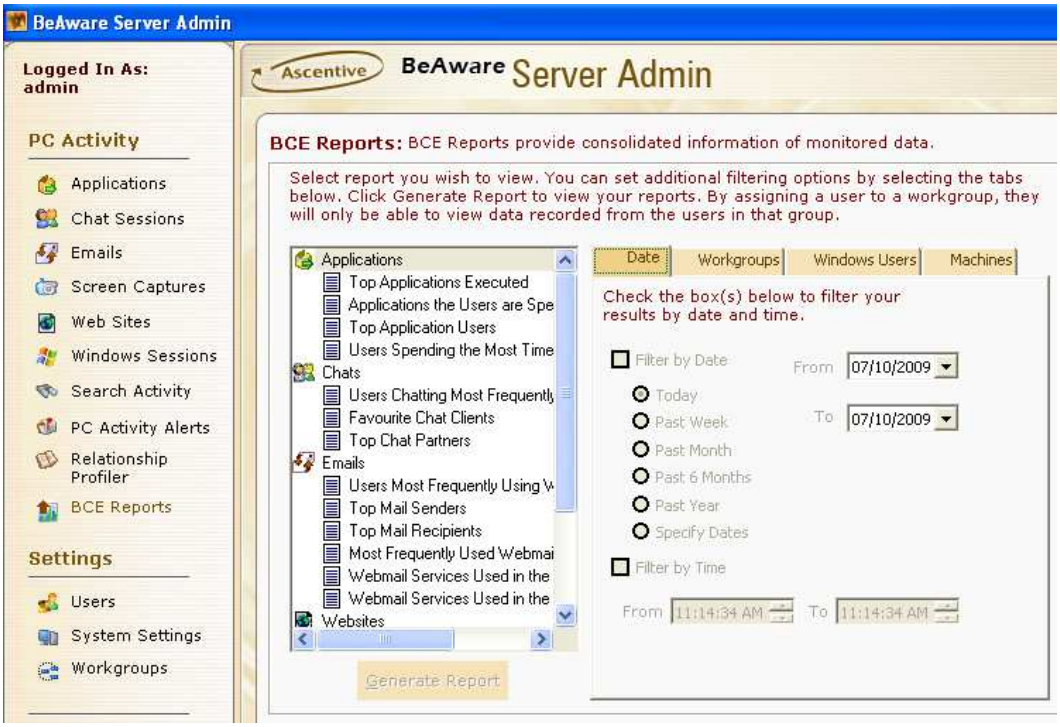



**Screen Capture 21 – Relationship Detail Screen**

# 16. GENERATING REPORTS

The BCE Reports allow administrators to view various reports based on Applications, Chats, Emails, Websites and Keyword alerts.

You can view BCE reports based on date ranges, for Workgroups, for Windows Users or for Machines. For all the reports, you need to select a report name from the list and then select the report criteria.




**Screen Capture 22 – BCE Reports Screen**

## 16.1 VIEWING ACTIVITY-BASED REPORTS

It allows you to view reports based on applications, chats, Emails, Websites and Keyword Alerts.

### 16.1.1 Applications

The Applications report section allows you to view the following reports:

- **The Top Applications Executed report**: shows the five most accessed applications in the selected duration.
- **Applications the Users are Spending Most Time report**: shows top five applications on which user have spent maximum time.
- **The Top Application Users report**: shows the users that accessed maximum applications.
- **Users Spending the Most within Applications report**: shows maximum duration users have spent on applications.

### 16.1.2 Chats

The Chats report section allows you to view the following reports:

- **The Users Chatting Most Frequently report**: shows the top five users who are chatting most frequently.
- **The Favourite Chat Clients report**: displays the chat clients used for chatting. BeAware supports AIM, GTALK, ICQ, MSN, SKYPE, Yahoo, and WLM.
- **The Top Chat Partners report**: shows the chat partners chatting frequently.

### 16.1.3 Emails

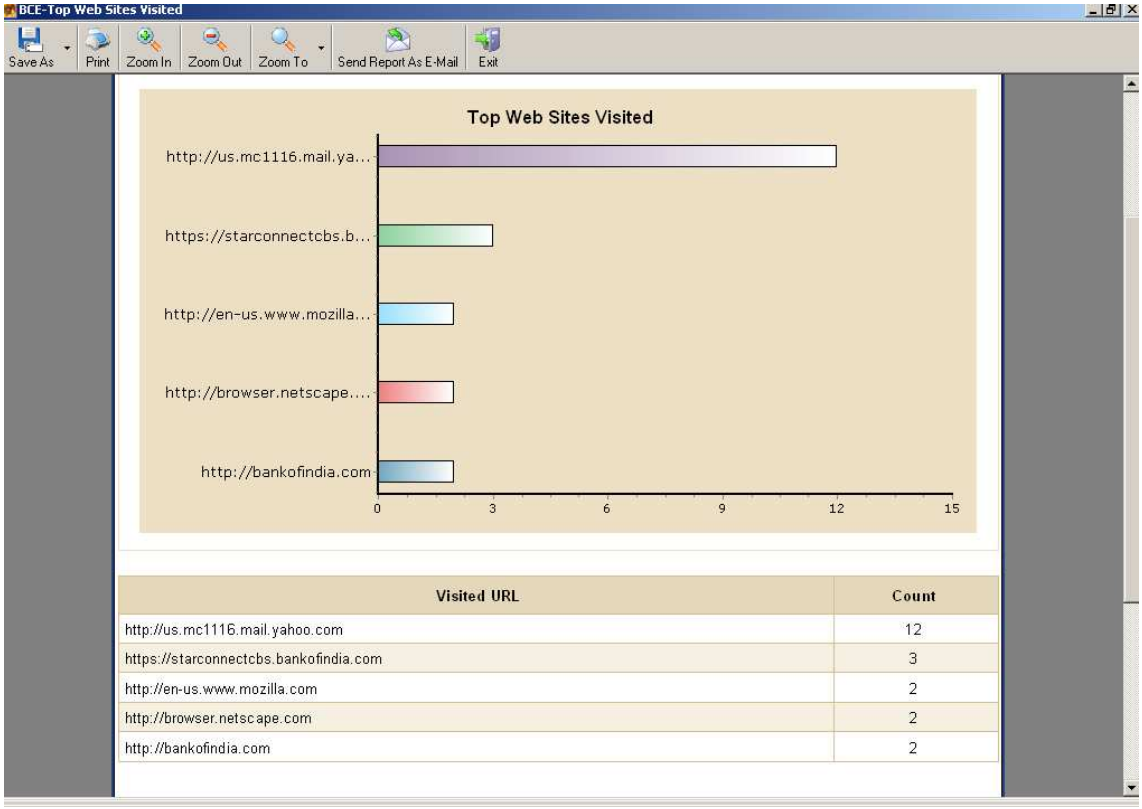
The Email report section allows you to view the following reports:

- **The Users Most Frequently Using Webmail report**: shows the users using webmail most frequently.
- **The Top Mail Senders report:** shows the users sending the mails most frequently.
- **The Top Mail Receivers report:** shows the users receiving mails most frequently.
- **Most Frequently Used Webmail Services report**: shows top five webmail services frequently used.
- **Webmail Services Used in the Most Received Mails report**: shows top five webmail services used in received mails.
- **Webmail Services Used in the Most Sent Mails report:** shows top five webmail services used in sent mails.

### 16.1.4 Websites

You can view Top Web Sites Visited and Top Web Site Visitors reports.

- **The Top Web Sites Visited report:** shows the most frequently visited web sites. Instead of displaying lengthy URL addresses, BeAware truncates the URL and displays only the domain name, thus avoiding confusion and bringing clarity to the results.




- **The Top Web Site Visitors report:** shows the users visiting web sites most frequently.

### 16.1.5 Keyword Alerts

BeAware allows you to view a keyword alert report. The administrator can set keywords for application's web sites, emails and chats. Whenever the users use these words in applications, mails, web pages or chat, BeAware notifies and reflects the status in this report.

The **Keyword Alerts** report shows the frequency of usage of these keywords.

- **Top Keywords Registered for Alerts** report shows top five keywords registered for alerts.

- **Users Violating Keywords** report shows top five users who have violated keywords.

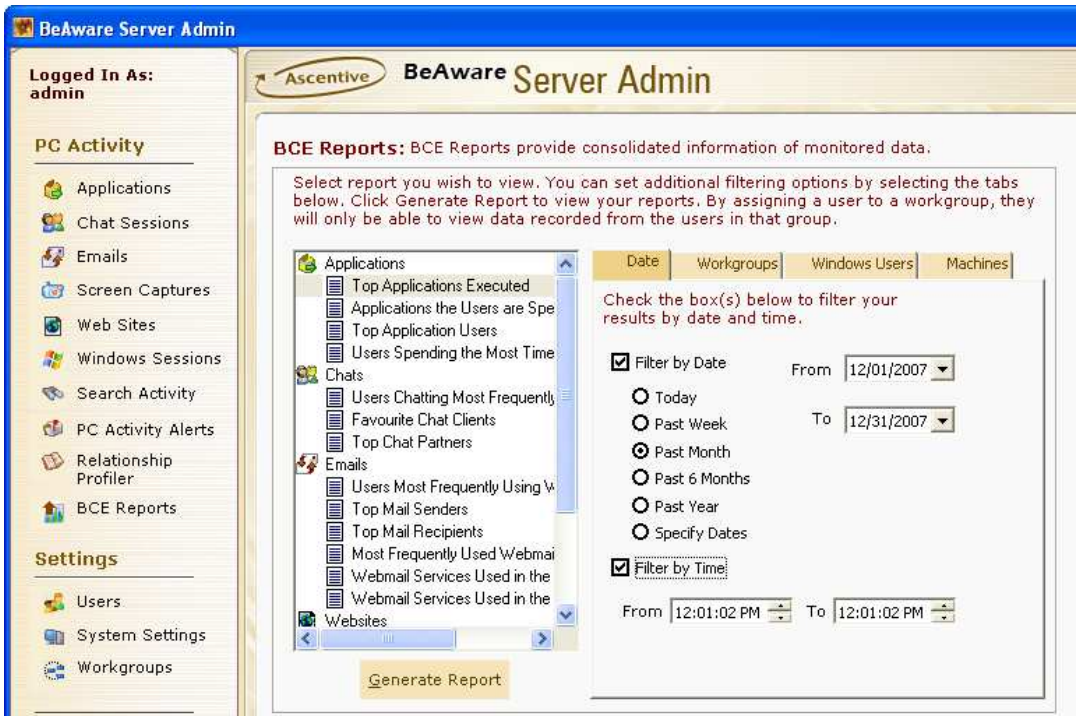
## 16.2 VIEWING TIME-BASED REPORTS

We can view reports either on Dates, Workgroups, Windows Users or Machines. The user can select viewing options from Workgroups or Windows Users/Machines.

You need to select "Filter By Date" option before selecting "Filter By Time" option.

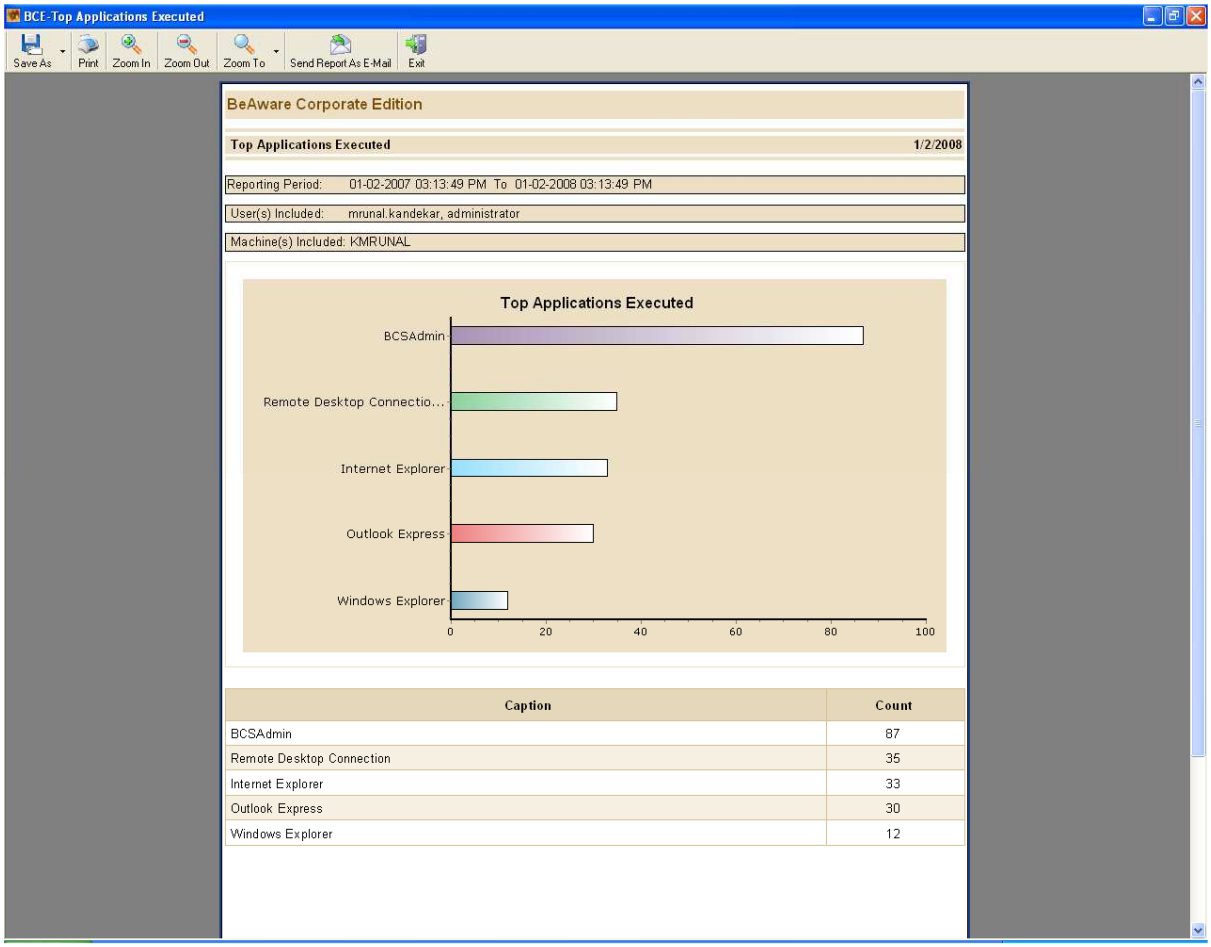
Following are the steps to view reports by time.

1. Select the name of the report to view. For example, **Top Applications Executed**.
2. Select the **Date** tab.
3. Click the option "**Filter by Date**".
4. Select the period. For example, "**Today", "Past Week**" etc.
5. Select the option "**Filter by Time**" and specify the time.
6. Click the "**Generate Report**" button.




**Screen Capture 23 - Report Settings**

The following screen shot displays the **Top Applications Executed Report**.



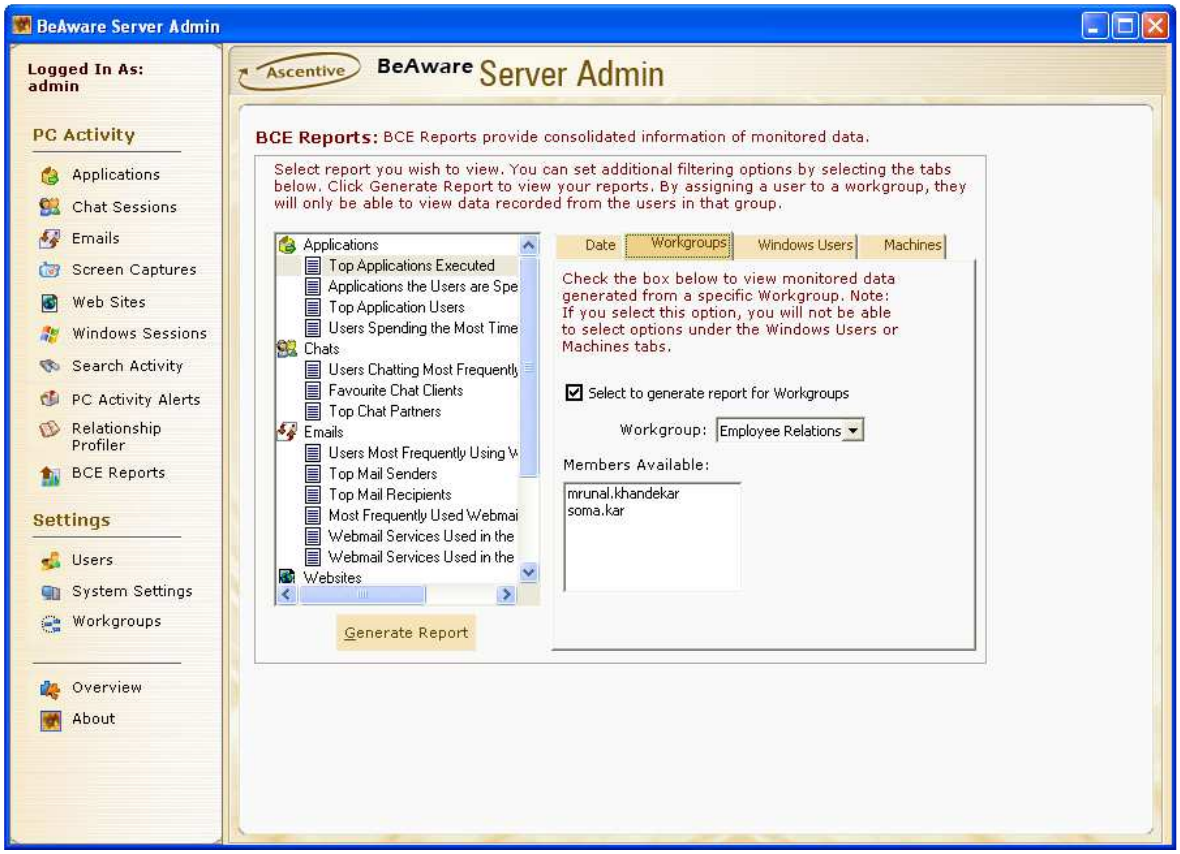

**Screen Capture 24 - Top Applications Executed Report**

## 16.3 VIEWING WORKGROUP-BASED REPORTS

If you choose to view reports based on Workgroups, you will not be able to view reports based on Windows Users and Machines.

Following are the steps to view reports by workgroups:

1. Select the name of the report to view. For example, **Top Applications Executed**.
2. Select the **Workgroups** tab.
3. Click the option "**Select to Generate Report for Workgroups**".
4. Select the workgroup from "**Workgroup**" list.
5. The available members are displayed in the "**Members Available**" list.
6. Click "**Generate Report**" button to generate the report.

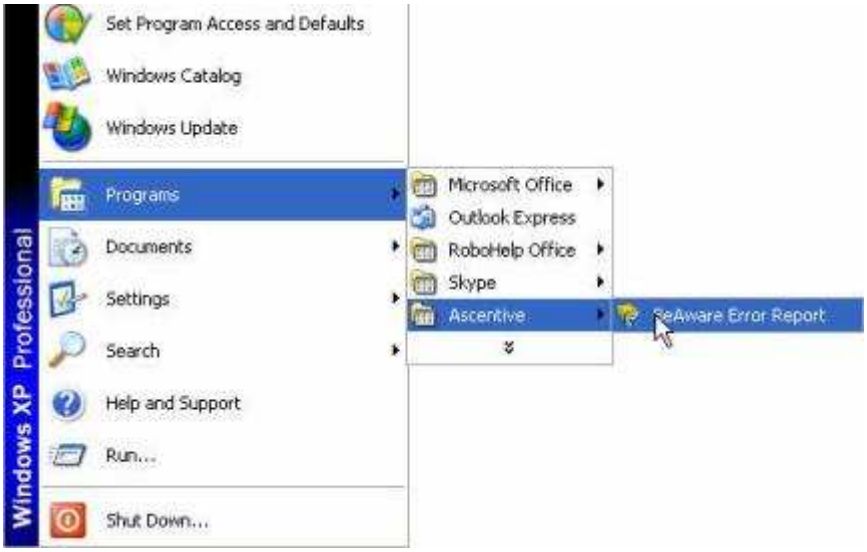



**Screen Capture 25 - Reports by Workgroups**

# 17. BCE ERROR REPORTING SERVICE

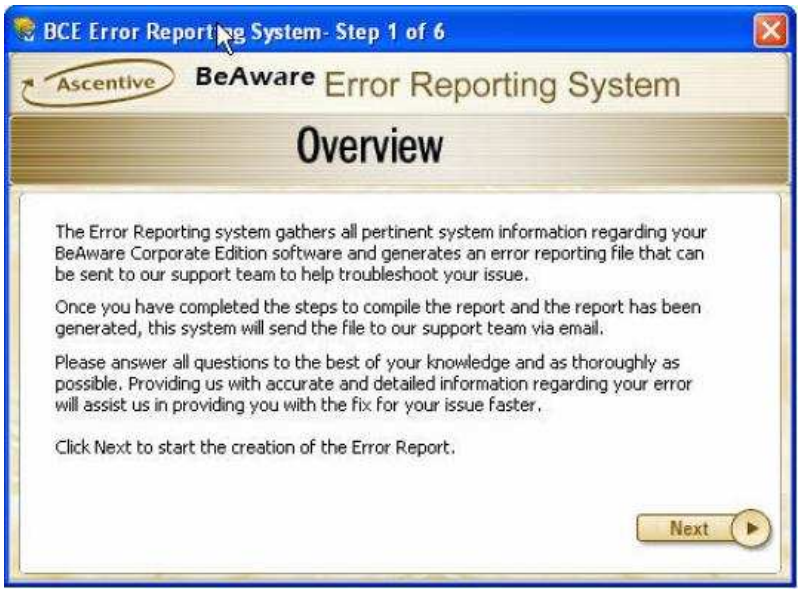
**BeAware Error Report** in BeAware Corporate Edition Software gathers all relevant system information regarding BeAware system and generates an Error reporting file that can be sent to the support team. Error reporting system helps Support team to resolve the problem faster and better.

1. Click **Start → Programs → Ascentive → Beware Error Report**




**Screen Capture 46 - Getting started-BeAware Error Report**

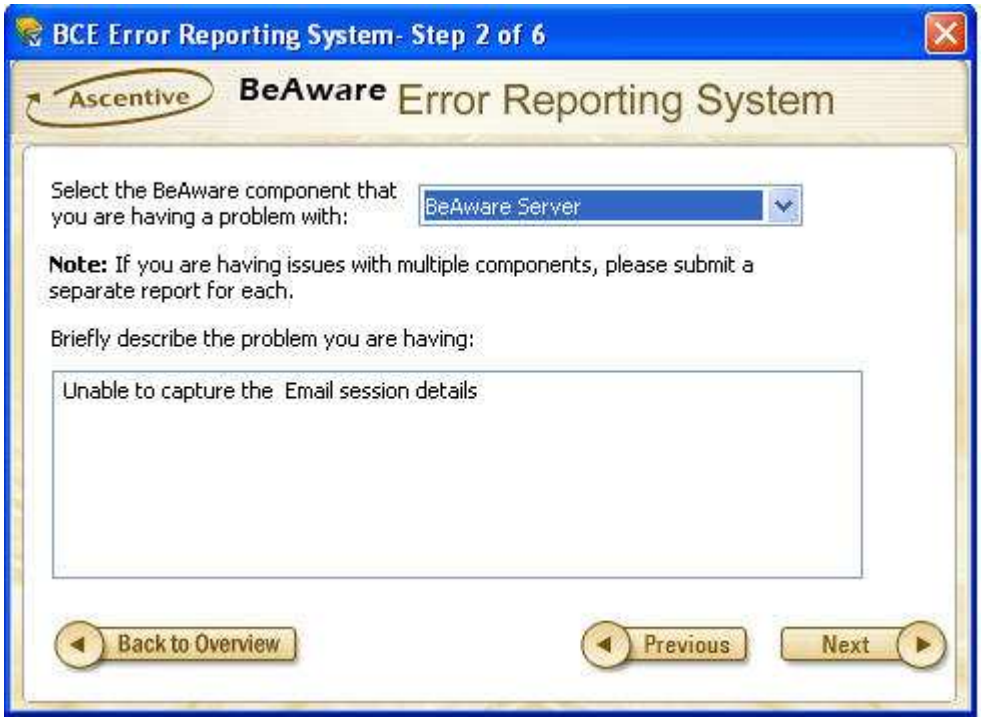
BCE Error Reporting System displays the overview screen which gives directions about how to use the system.


BCE Error Reporting System- Step 1 of 6
Ascentive
BeAware Error Reporting System
Overview
The Error Reporting system gathers all pertinent system information regarding your BeAware Corporate Edition software and generates an error reporting file that can be sent to our support team to help troubleshoot your issue.
Once you have completed the steps to compile the report and the report has been generated, this system will send the file to our support team via email.
Please answer all questions to the best of your knowledge and as thoroughly as possible. Providing us with accurate and detailed information regarding your error will assist us in providing you with the fix for your issue faster.
Click Next to start the creation of the Error Report.
Next

**Screen Capture 47 - Error Reporting System Overview Screen**

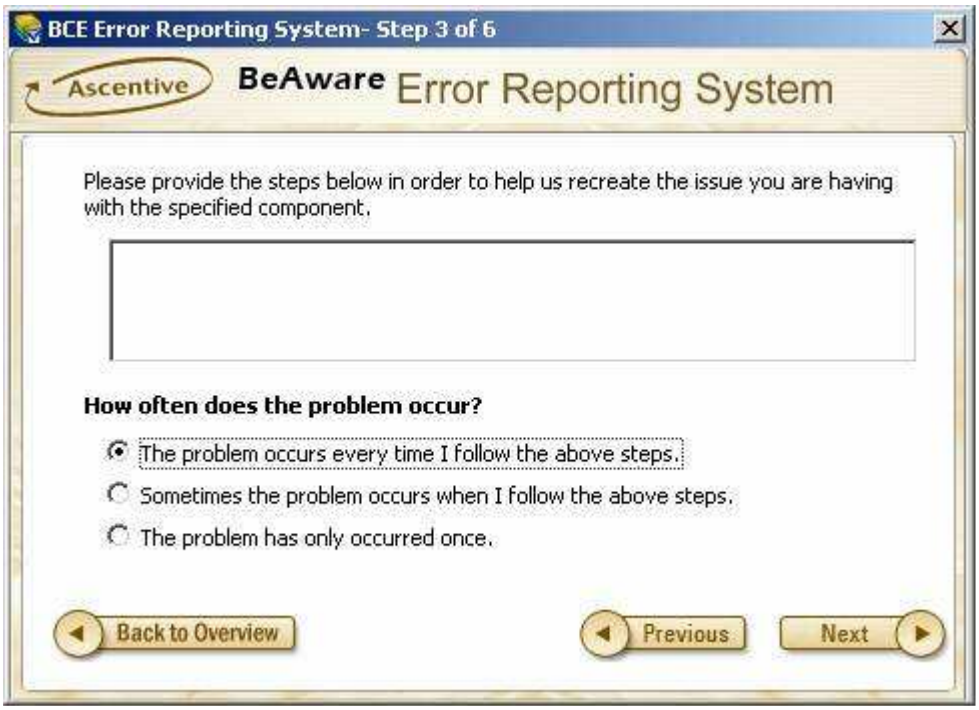
2. Click **Next** button.

3. Select the BeAware module where the problem persists.
4. After selecting the module, briefly describe the problem in the text field.


BCE Error Reporting System- Step 2 of 6
Ascentive
BeAware Error Reporting System
Select the BeAware component that you are having a problem with:
BeAware Server
Note: If you are having issues with multiple components, please submit a separate report for each.
Briefly describe the problem you are having:
Unable to capture the Email session details
Back to Overview
Previous
Next

**Screen Capture 48 - BeAware Component Screen**

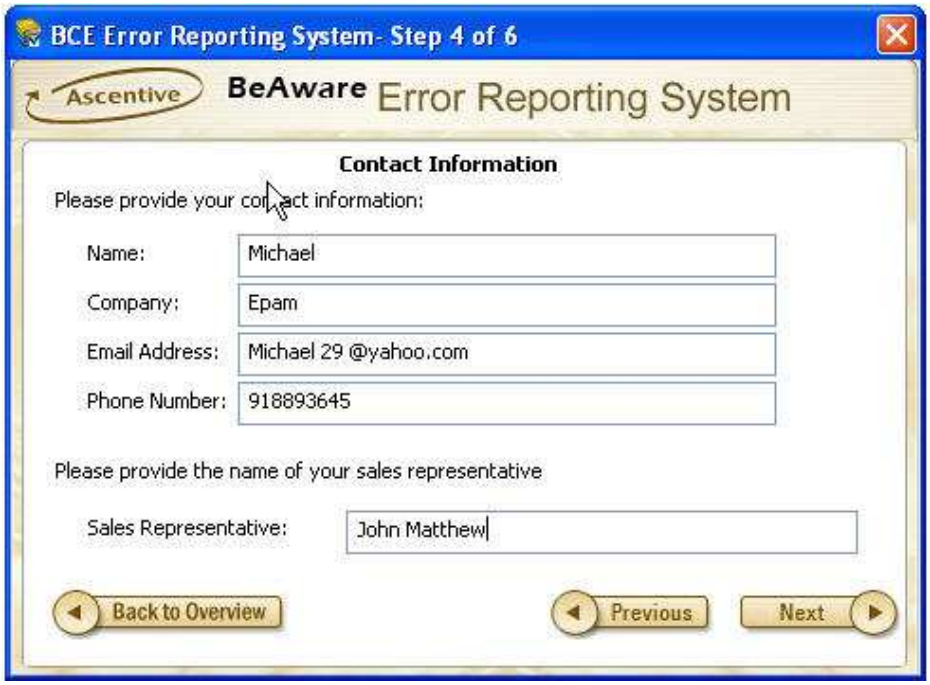
5. Click **Next**.


BCE Error Reporting System- Step 3 of 6
Ascentive
BeAware Error Reporting System
Please provide the steps below in order to help us recreate the issue you are having with the specified component.
How often does the problem occur?
The problem occurs every time I follow the above steps.
Sometimes the problem occurs when I follow the above steps.
The problem has only occurred once.
Back to Overview
Previous
Next

**Screen Capture 49 - Problem Occurrence Screen**

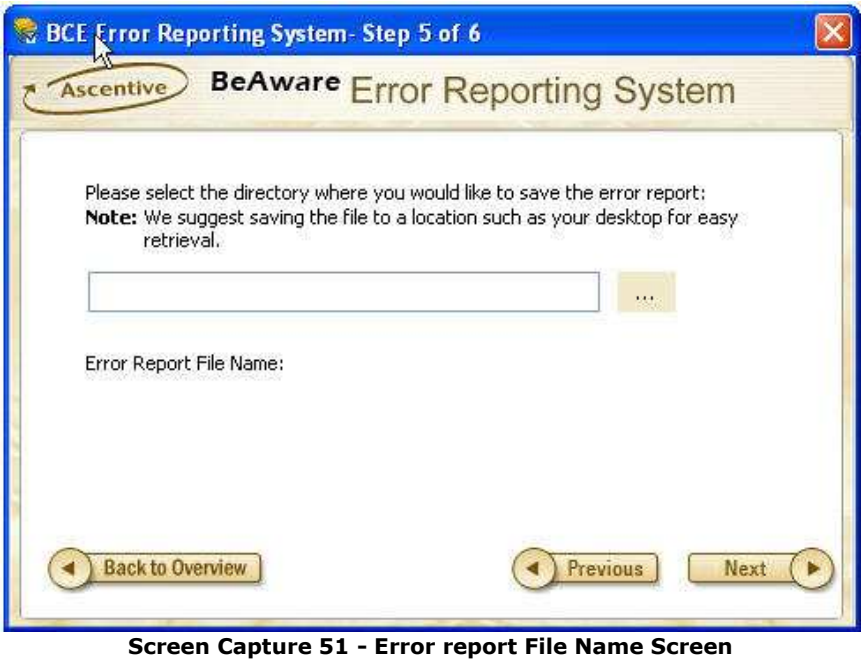
6. Provide the steps to recreate the issue, in the text box.

7. Select the frequency of issue.
8. Click **Next**.
9. In the **Contact Information** screen, fill the contact details for the company and name of sales representative.




**Screen Capture 50 - Contact Information Screen**

10. Click **Next**.

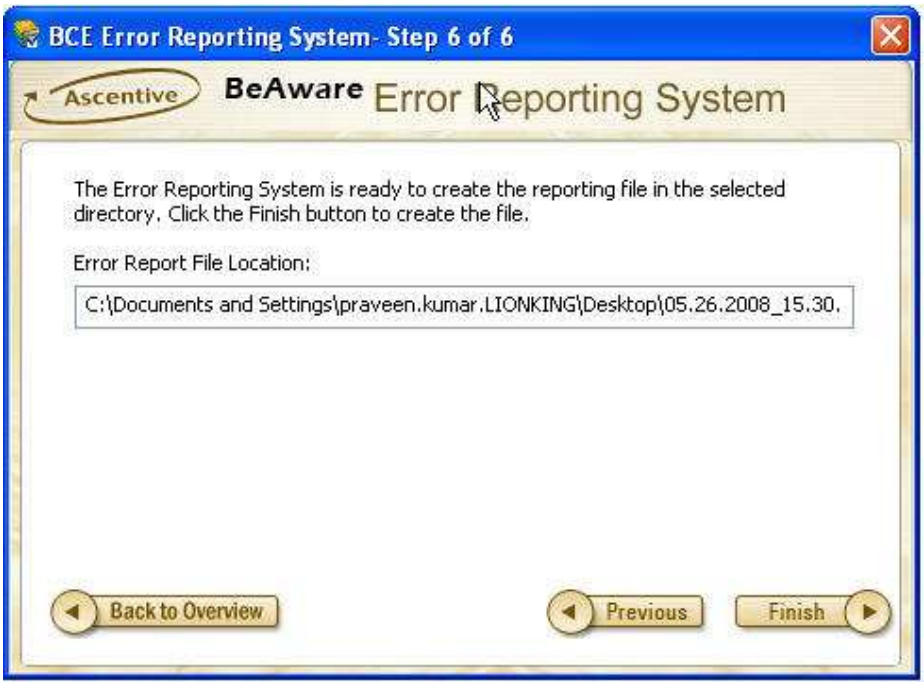

BCE Error Reporting System- Step 5 of 6
Ascentive
BeAware Error Reporting System
Please select the directory where you would like to save the error report:
Note: We suggest saving the file to a location such as your desktop for easy retrieval.
...
Error Report File Name:
Back to Overview
Previous
Next

**Screen Capture 51 - Error report File Name Screen**

11. Click the ... button to select the location where you would like to save the report.

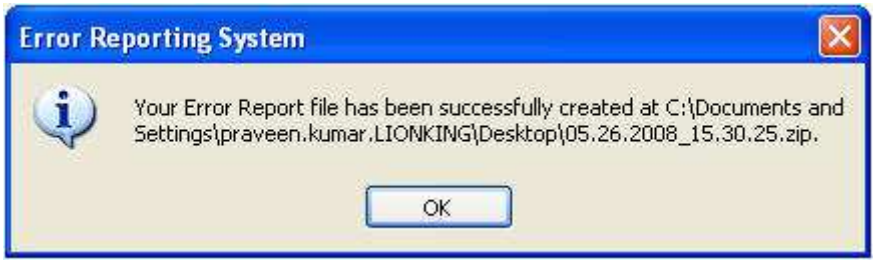
12. Click **Next**.

13. Click '**Finish**' button to save the error report at the specified location.


BCE Error Reporting System- Step 6 of 6
Ascentive
BeAware Error Reporting System
The Error Reporting System is ready to create the reporting file in the selected directory. Click the Finish button to create the file.
Error Report File Location:
C:\Documents and Settings\praveen.kumar.LIONKING\Desktop\05.26.2008_15.30.
Back to Overview
Previous
Finish

**Screen Capture 52 - Error report File Location Screen**

14. After Clicking '**Finish**' button, a confirmation box appears.


Error Reporting System
Your Error Report file has been successfully created at C:\Documents and Settings\praveen.kumar.LIONKING\Desktop\05.26.2008_15.30.25.zip.
OK

**Screen Capture 53 - Error report File Confirmation box screen**

15. Click the **OK** button to close the message box.

# 18. TROUBLESHOOTING TIPS & FAQ

Admin Console displays an **Error Manager** dialog in case any Database connection error /Network error/ Server error occurs. This dialog displays technical information as well as troubleshooting information about an error.

| **Error:**<br>Failed to communicate with BCS Server |
|---|

**Cause:**
Server connection can not be established.

**Solutions:**

- Check the cable connecting server and client machines to the network.
- Restart the BeAware service on the server machine.

| **Error:**<br>Server cannot be activated, since no network ID |
|---|

**Cause:**
Hardware key option of Activate License Screen is empty.

**Solution:**

- Check that the network card is working properly.
- If possible, remove and reinsert network card.
- Try restarting the machine.

| **Error:**<br>Unable to retrieve user information |
|---|

**Cause:**
The users list is not displayed in Server Status Screen.

**Solution:**
Try restarting BCS Admin Console.

| **Error:**<br>Failed to create Registration Key |
|---|

**Cause:**
Registration key could not be created.

**Solution:**

- Current Windows user must have rights to modify registry.
- User should login with proper credentials.

| **Error:**<br>Unable to decompress the screen captures. |
|---|

**Cause:**
Files containing screen captures are in compressed form. Decompression fails because of failed ActiveX control's registration.

**Solution:**
Reinstall BeAware Server application.

| **Error:**<br>Error connecting to server |
|---|

**Cause:**
Login fails.

**Solution:**

- Check the cable connecting the server and the client machines to the network.
- Restart the BeAware service on the server machine.

| **Error:**<br>Server Not Found. |
|---|

**Cause:**
Server is not available.

**Solution:**

- Check the cable connecting the server and the client machines to the network.
- Restart the BeAware service on the server machine.

| **Error:**<br>I am not able to complete the installation on all the remote machines. Why? |
|---|

**Cause:**
If the user does not have administrator privileges, the following message appears.

**Solution:**
Logon to the system with administrator account and then try installing it again.

**Error:**
I am getting the error "The Windows Installer Package cannot install the Installer Package." Why?

**Cause:**
If the required Windows Installer Service is not present on the system, the following message appears.

**Solution:**
Install Service Pack4 or above to solve this problem and then try reinstalling it.

For additional support for your software, visit our support site at:
http://www.ascentive.com/support/new

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